



**OCCUPATIONAL COMPETENCY SKILLS SURVEY OF
NATIONAL SKILL STANDARD AUTHORITY (NSSA)
FOR
SKILLS STANDARD DEVELOPMENT**

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Key Finding

- Occupational competency skills survey of National Skill Standard Authority (NSSA) collated 54 responses across various industries who have taken part in the first round of the "***Fast Track Skills Assessment Pilot Project***".
- **Validation of the tasks and duties described in the NSSA competency standards has been proven successful.** All the NSSA certificate holders have continued to follow the tasks and procedures initiated by the NSSA team.
- **The NSSA certificate has been proven as an important document for the semi-skilled workers.** Not only they have learnt to work systematically, they also gained confidence from achieving this certificate and it provides positive impact towards their future career paths.
- **There is a need to educate the business owners about the importance, quality and usefulness of the NSSA certificate.** Some have no concrete knowledge on such certificates, so they might not send the right persons for the assessments. The active participation of all stakeholders and their understanding about the certificate, including the candidate, is needed to have meaningful and sustainable assessments.
- **Identifying tasks and duties of skilled workers is vital to further develop the NSSA skill level-2 competency standards.** Overviews of responsibilities and procedures taken by skilled workers have been developed through this survey. The further details of task procedures, such as steps of each procedure, would be discussed through respective occupation experts of the concerned industries for the level-2 development.

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Chapter – 1 Introduction

Skill assessment and development are essential in order to equip the workers with necessary technical expertise. With strong technical knowledge and experiences, the skilled workforce could contribute Myanmar's development efficiently. After the country's opening up since 2011, there is a surge in need of skilled workforce in every industry, who not only has experiences but also obtains relevant technical certificate. To fulfil the gap between demand for skilled labour and supply of existing workforce, various ministries and organizations carry out vocational evaluation, testing as well as certification process to inspect the capacity of unskilled and semi-skilled workers. However, they have been doing with their own standards and different approaches to meet the real need by the industry.

Currently, there is no official or recognized platform for skill certification for the occupation of semi-professional levels in Myanmar. From 2004 to 2008, the Ministry of Labour, Employment and Social Security participated in the ASEAN project “Enhancing Skills Recognition Systems in ASEAN” which aimed to develop National and Regional Qualification Framework (NQF and AQF) for recognition of skills in the semi-professional level occupations. With the upcoming ASEAN Economic Community, AQF will act as a regional reference point which will make it easier to understand, compare and recognize qualifications across the different systems of ASEAN countries during the free skilled labour flows.

The ASEAN project recommended the establishment of NSSA in line with NQF and AQF and to develop occupational competency standards for certification at (4) levels.

- Level 1 Semi- skilled worker/ Assistant
- Level 2 Skilled worker/Journeyman
- Level 3 Advanced skilled workers
- Level 4 Technicians/Supervisors

The ASEAN Qualification Framework not only enables comparisons of qualifications across all ASEAN countries but also promotes the importance of education and training sectors and the wider objective of lifelong learning. According to the competency standard, the semi-skilled worker could work hard from assistant to supervisor level through various technical know-hows, working experiences, trainings and assessment.

However, the rules and regulations pertaining to the assessment of skills at different levels were still being drafted. To acknowledge the urgency of assessing and certifying skilled workers needed in current workforce, the National Skills Standard Authority (NSSA) team conducted a "Fast Track Skills Assessment Pilot Project" in November 2014 with supports

from GIZ, Swisscontact and international experts from Singapore Polytechnic International (SPI) and the Asian Development Bank (ADB).

1.1 National Skills Standards Authority (NSSA)

The National Skills Standards Authority (NSSA) was formed in 2007 to regulate, lead, establish competency standards and conduct assessments for workforce development in Myanmar. It is headed by the Deputy Minister for Labour, Employment and Social Security (MOLES) and comprised of representatives of the various Ministries concerned with skills development as well as Non-Governmental Organizations. Its aim is to lay down competency standards and promote the systematic training and certification of skilled workers. After it was established, the NSSA formed 14 Sectorial Committees, comprised of representatives of the concerned Ministries as well as the private sector, with the objective to draw up competency standards for a variety of priority occupations in 14 economic sectors. The Sectorial Committees drew up Occupational Skills Standards at four levels for 175 occupations with the help of local and international consultants and organizations.

In 2013, Pyidaungsu Hluttaw enacted the Employment and Skills Development (ESD) Law. Such provided the NSSA with a legal framework. Furthermore, MOLES increased its efforts to enhance NSSA's capacity to engage with the implementation of the ASEAN Economic Community (AEC) by 2015. The Federal Republic of Germany and Ministry of Foreign Affairs of the Republic of the Union of Myanmar proceed with the Exchange of Notes which includes MOLES and the Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) agreed upon the provision of technical assistance for strengthening the NSSA organizational structure and its quality assurance system in the context of National Qualifications Framework as well as for drawing up rules related to the skills development part of the ESD Law.

1.2 NSSA pilot

To pilot a system of assessment and certification of skilled workers, who are already in the workforce and have acquired their occupational skills through experience and learning on-the-job, the National Skills Standard Authority (NSSA) has conducted the first round of "Fast Track Skills Assessment Pilot Project" in late 2014 and presented the certificates to those who are competent in early 2015. NSSA has planned to conduct 2 more rounds of the Fast Track Skills Assessments Pilot Project, with implementation lead by the TVET team experts.¹

¹ <http://www.mmbiztoday.com/articles/workers-prove-competence-certification-program> accessed on 7 July 2015

The intention to conduct 3 rounds is to learn from each round through evaluation and gradually improve the capacity of the NSSA. As a government-lead organization, it is important to progress the skill assessments in both a technical and organizational perspective.

The pilot team is comprised of members of the NSSA, Sectorial Committees, employers and employer associations, national occupational experts, the NSSA Technical Working Group and its Advisory Committee members, national consultants and experts from GIZ and Swisscontact. The team is further supported by the Union of Myanmar Federation of Chambers of Commerce and Industry (UMFCCI) and the Myanmar Engineering Society and Asian Development Bank (ADB).

The first round of assessments to the semi-skilled workers was conducted during late 2014 and assessed 157 individuals from 51 organizations. A total of 133 have been issued Level-1 National Competency Standard Certificates.

Table 1: results of first round of NSSSA Fast Track Skill Test

Occupation	Candidates	Competent or pass	Number of Organizations/Companies
Waiting staff	18	18	10
Welder	24	19	12
Carpenter	16	16	7
	31	31	
Cabinet maker	20	16	4
Air-con installer	24	9	5
Electrician	24	24	13
Total	157	133	51

Chapter – 2 Occupational Competency Skills Survey

With the support of MOLES and GIZ TVET Project, Myanmar Marketing Research and Development (MMRD) conducted worker survey to validate the skill competencies of semi-skilled workers and to identify the potential skill and level of skilled workers. The selected 6 occupations for the semi-skilled worker are

- 1) Welder
- 2) Air-con installer
- 3) Electrician
- 4) Waiting staff
- 5) Carpenter
- 6) Cabinet maker

Objectives of the survey

Objectives of the survey are as follows;

- 1) To validate the tasks and duties described in the NSSA competency standards of the priority 6 occupations selected for the 1st round
- 2) To evaluate the usefulness of NSSA to those who receive the certificates during the first round
- 3) To identify required tasks and duties of the skilled workers who are those working in the 6 priority occupations with the intension to develop the level-2 competency standards for those occupations
- 4) To plot out these occupations in the occupational maps developed in selected companies
- 5) To prepare recommendations for the Sectorial Committees on the future development and improvement of competency standards with the aim to respond to the industry's skill requirements and private sector collaboration

Survey Findings

The survey was conducted in Yangon and covered all 6 skills standards used in the first round from 20-30 July 2015.

Table 2: Sample allocation

Region and State	Participant Companies	Selected companies/occupation	Selected occupations	Total company samples	Total respondent samples
Yangon	51	3	6	18	54

Among the 51 participating organizations from the pilot test, the pilot team has selected 18 companies for MMRD to conduct interview to the following persons.

- 1) One NSSA certificate holder who has successfully completed the first round of Fast Track Skills Assessment Pilot Project
- 2) One non-NSSA certificate holder who has working experience but has yet to take the NSSA assessment
- 3) One human resource manager/ owner/ supervisor who has extensive knowledge of skilled worker to identify the required tasks and duties of the skilled workers

MMRD has collaborated together with officials from the Ministry of Labour, Employment and Social Security and experts from GIZ throughout interviews.

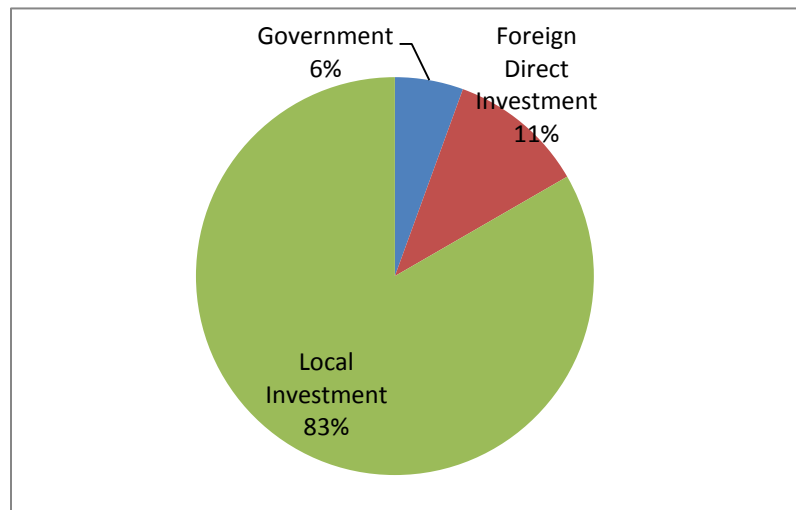
Table 3: Basic information of the respondent companies

Sr.	Company Name	Type of Business	Type of Products & Services	Year of Establishment	No of Staff/ Workers
Air - Con Installation					
1	Peace Myanmar Electric Co.,Ltd	Mitsubishi Air-con Sale & Services	Sale & Services	1994	321
2	Myanmar Classic Group Co.,Ltd	Sale Agent of CHIGO	Sale & Services	2004-2005	84
3	REG Engineering Co.,Ltd	Sale & Services	Sale & Services	2010	28
Welder					
1	Mindama Co.,Ltd	Steel Structure, Fabrication	Production & Services	1997	145
2	Dawn(Ah Yone Oo)Construction Co.,Ltd	Construction	Services	1989	33
3	Arbourfield Co.,Ltd	Training School & Construction	Services	2005	20
Electrician					
1	New Light Electrical Power Group	Electric Installation	Services	1995	15
2	Zaya & Associates	Trading & Installation	Sale & Services	1997	350
3	Fortune International	Elevators Installation	Services	1991	156
Waiting Staff					
1	Parkroyal Hotel	Hotel	Services	1997	319

2	Summit Parkview	Hotel	Services	1994	-
3	Taw Win Garden Hotel	Hotel	Services	2014	255
Carpenter					
1	Mya Nan Dar Construction Co.,Ltd	Construction	Services	2000	220
2	Da Na San Yar Construction Co.,Ltd	Construction	Services	2006	45
3	Dawn(Ah Yone Oo)Construction Co.,Ltd	Construction	Services	1985	1000
Cabinet Maker					
1	Mahar Shwe Lan Thit Sann Co.,Ltd	Furniture	Sale & Services	2004	20
2	Hlagabar/Hlabayin	Furniture	Sale & Services	1993	15
3	No-1/2/3Furniture Factory	Furniture	Sale & Services	1920	114

According to the respondent organizations, the majority of the businesses are privately-owned, with only a fraction are foreign-owned and government.

Figure 1: Ownership of the organizations participated in the fast track (the first round)

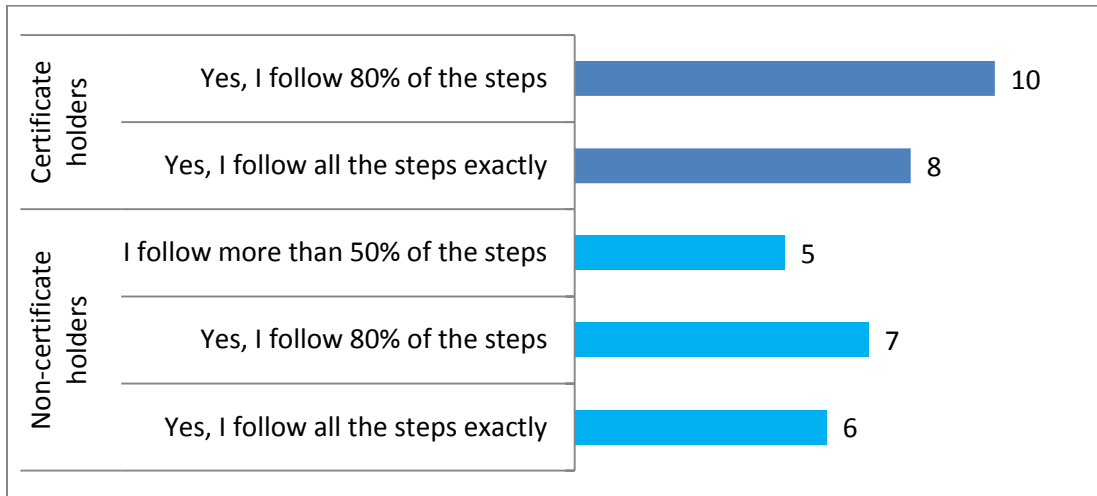


Source: MMRD Survey

The NSSA certificate holders have followed most of the duties and tasks described in the competency standard. Those steps that they didn't follow are mainly because some procedures are not under their responsibilities or their work place has no equipment described in the NSSA competency standard.

The non-certificate holders mainly follow the tasks and duties from the competency standard although they have not gone for assessment yet. 5 out of 18 non-certificate holders have followed more than 50% of the steps because they are considered junior to perform such steps.

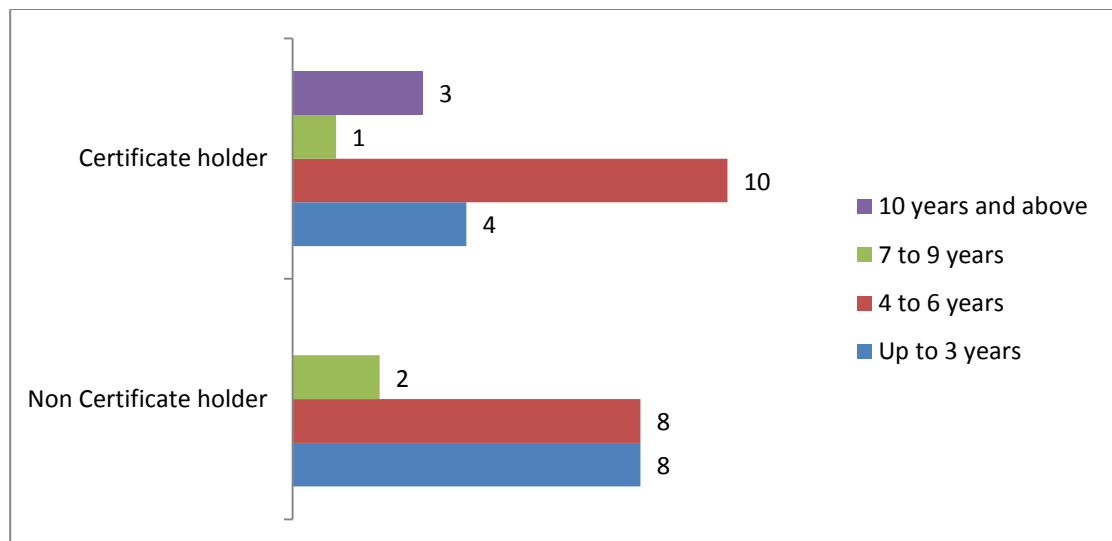
Figure 2: Validation of the tasks and duties described in the NSSA competency standards



Source: MMRD Survey

Half of the 36 workers who have taken part in the survey have working experiences of 4 to 6 years. 3 workers have more than 10 years of working experiences. According to the respondents, these workers have years of working experiences although they may not have national technical certificate.

Figure 3: Years of working experiences by the respondents



Source: MMRD Survey

Chapter – 3 Validating competency standard of welder

Welder training and assessment were conducted at Kabar Welding Testing Center in Mingalardon Township from 24 to 28 November 2014. A total of 24 candidates from public and private sectors enrolled for the training and assessment and 19 of them passed the assessment.

To verify the tasks and procedures of semi-skilled workers and to identify task and duties of the skilled workers, authorized persons and workers from 3 organizations are being interviewed for this survey. These organizations are small to large private firms, with workforce of 20 to 145 people. They focus on construction and steel structure fabrication businesses.

Validation of the tasks and duties described in the NSSA competency standards

All 3 NSSA certificate holders follow the procedures when they are interviewed to validate whether the steps and procedures described in the NSSA competency standards. However, some steps from preparation of weld materials and setting up welding equipment are not their responsibilities as the tasks are done by the fitter beforehand.

Another 3 interviews are conducted to non-certificate holders from the same occupation to understand the differences in competency standards. According to them, similar steps have been taken compared to the NSSA competency standards. They don't have to

- 1) Set up cutting equipment and prepare edge of materials (under ME-AW-105T1)
- 2) Set up welding equipment (ME-AW-106T1) as the fitter has done those steps
- 3) Prepare tools and equipment and perform re-welding (under ME-AW-108T1)
- 4) Perform root pass and hot/filling pass and capping (under ME-AW-109T1)

The usefulness of the NSSA pilot and certificate

The training and assessment procedures have been helpful for the NSSA certificate holders to learn and use it in their tasks. They had a chance to use different equipment during the training and worked under strict procedures by the assessors. The certificate holders provide feedback such as only skilled workers could work as welder since it's a dangerous job. Focus on details and minimize the waste during the training are also important to provide effective courses.

Overall physical appearance of the certificate has been good for the certificate holders. It would be good to indicate the certificate in Myanmar as some may not understand English.

According to the respondents, the certificate is useful for them and boosts confidence on

their work. The workers can perform all the tasks and procedures well. Some received pay raise after achieving the certificate. Since the holders know their skill level, it enables them to work harder and hope to sit for next assessment to improve their skills.

Table 4: Identification of tasks and duties of the skilled worker

Title	Level-2 (green/orange)
Position	Level-2
Roles and responsibilities	<ul style="list-style-type: none"> • Perform welding of above 3mm thickness SMAW 3G Pass • Perform welding of above 3mm thickness GMAW 1G Pass • Perform welding in shipyard and tanks
Task procedures	<ul style="list-style-type: none"> • Perform the whole tack welding • Perform welding on horizontal and vertical positions well • Perform group welt and joint welding • Perform overhead welding
Salary	MMK 7,000-10,000 per day
Years of experiences needed for this level	0.5-1 years
Years of experiences needed for the next level	1.5-2 years
Brief roles and responsibilities of next level	<ul style="list-style-type: none"> • Recheck all the work done • Understand the drawings well • Perform group welt and joint welding • Perform welding on tanks, shipyards and pipe line (oil and gas pipe)
Jobs and training opportunities	<ul style="list-style-type: none"> • On-the-job training • Regular monthly internal training • Outside training programmes

Mapping the general framework of the next level of welder

According to the respondents, there is no specific rule or specification to separate the roles and responsibilities of the workers. The owners differentiate the workers by the salary range and colour of the uniform they are wearing. Compared to Level-1, Level-2 enables the workers to work more independently and ability to perform the various types of welding on their own.

Roles and responsibilities

- Ability to perform above 3mm thickness Pass
- Perform welding in shipyard, tanks and other structures
- Perform all the various types of welding such as horizontal, vertical, group welt, joint and overhead

Years of experiences

Up to 1 year after Level-1

Overall feedbacks of the assessment and NSSA certificate

The NSSA certificate is very useful for both domestic and overseas employments. Thus, it is important to provide trainings and assessments every year. Assessors and NSSA team should educate public and employers about the certification. Government should send qualified inspectors to overseas to obtain international welding assessor certificate. Since welding the oil and gas pipelines and marine vessels need higher qualified welders, there is a need to have training and assessments to perform such tasks. The government also should set unified national welder code as well as rules and regulation to enhance the capacity of semi-skilled and skilled workers.

Chapter – 4 Validating competency standard of air-con installer

Air-con installer training and assessment were conducted at Skills Training Center and AKI School of Engineering from 19 November to 29 December 2014. A total of 24 candidates from different companies enrolled for the training and assessment and 9 of them passed the assessment.

Authorized persons and workers from 3 organizations are being interviewed. These organizations are small to large private firms, with workforce of 28 to 320 people. They focus on sales and serving of air conditioning units.

Validation of the tasks and duties described in the NSSA competency standards

To validate whether the steps and procedures described in the NSSA competency standards are being followed, 3 NSSA certificate holders from 3 firms are interviewed. All certificate holders continue to follow the procedures and steps in the NSSA competency standard.

3 interviews are conducted to non-certificate holders from the same occupation to understand the differences in the NSSA competency standards. According to them, similar procedures and steps have been taken to do their tasks.

The usefulness of the NSSA test and certificate

The training and assessment procedures have been helpful for certificate holders to learn and use it in their tasks. They provide feedback such as

- 1) Good strict procedures and recognized certificate
- 2) To teach more drawings
- 3) To teach safety procedures
- 4) To have more classes

Overall physical appearance of the certificate has been good for the certificate holders.

The certificate is generally useful for the certificate holders, companies and other related works. It also built confidence of the holder and enabled him to put more efforts on all the work.

Table 5: Identification of tasks and duties of the skilled worker

Title	Senior helper, 2 nd leader
Position	Level 3-4
Roles and responsibilities	<ul style="list-style-type: none">• Carry out installation from 1HP to 6HP units

	<ul style="list-style-type: none"> • Understand basic drawing • Follow up with complaints and feedbacks from clients • Obtain at least 50% of repair knowledge • Perform servicing and maintenance
Task procedures	<ul style="list-style-type: none"> • Perform all in-door and out-door installations • Perform brass pipe fitting • Perform wiring work • Perform gas recharge • Perform rechecking and test run
Salary	MMK 150,000-190,000 per month
Years of experiences needed for this level	2-3 years
Years of experiences needed for the next level	1-1.5 years
Brief roles and responsibilities of next level	<ul style="list-style-type: none"> • Manage/ lead the staff • Understand rules and regulations • Understand the drawings well • Perform air conditioner electric circuit boards • Follow the safety procedures and safety check for the team • Perform tasks with own initiatives and check the work of the team
Jobs and training opportunities	<ul style="list-style-type: none"> • Regular internal training (10-12 times per year) • On-the-job training with ISO policies • CVT training programme and other outside programmes

Mapping the general framework of the next level of the air-con installer

According to the 2 respondent companies, helper role is divided from 1 to 4 and one company has distinguished from helper level-1 to level-5. According to them, helper level-1 and 2 are similar to semi-skilled worker level and from level-3 and above are considered skilled worker, proposed by the NSSA. Compared to Level-1/2 (junior helper), senior helpers are more experienced (at least 2-3 years) and obtained technical knowledge (ISO policies) through monthly internal trainings. The senior helpers (level-3 onwards) also need to acquire at least 50% of technical knowledge on repair and maintenance as well as ability to follow up with client's complaints and feedbacks.

Roles and responsibilities

- Carry out installation of air-con units from 1HP to 6HP
- Perform all indoor and outdoor installation
- Understand the basic technical drawing
- Follow up with complaints and feedbacks from clients
- Obtain at least 50% of repair knowledge
- Perform servicing and maintenance

Years of experiences

Up to 2-3 year after Level-1

Overall feedbacks of the assessment and NSSA certificate

Generally, the certificate provides professionally-recognized document for the air-condition installers. The management would prefer to have more disclosure of the coursework, modules in each level and detailed syllabus so that they could send the most needed and suitable workers for certification. There is a need to develop more classes and provide more certificates according to the workers' skill levels. It's important to provide the NSSA certificate not only as pilot programs but also as a long-term commitment by all stakeholders so that it would improve technical skills of the workers in coming years.

Chapter – 5 Validating competency standard of electrician

Electrician training and assessment were conducted at CVT workshop in North Dagon Township and Skill Training Center in Yankin Township from 23 November to 03 December 2014. A total of 24 candidates from public and private sectors enrolled for the training and assessment and all of them passed the assessment.

Authorized persons and workers from 3 participating organizations are being interviewed for this survey. These organizations are small to large private firms, with workforce of 15 to 300 people. They have 20 years of industrial knowledge with a strong focus on trading, manufacturing and providing services related to electric products.

Validation of the tasks and duties described in the NSSA competency standards

To validate whether the steps and procedures described in the NSSA competency standards are being followed, 3 NSSA certificate holders from 3 firms are interviewed and they all continued to follow the procedures. One has not done one stop as it's not part of his responsibility.

3 interviews are also conducted to non-certificate holders from the same occupation to understand the differences in competency standards. According to them, similar steps have been taken compared to the NSSA competency standards. Due to lack of experiences, one worker doesn't have to

- Install distribution board and electrical protective devices and perform testing and commissioning (under ME.EL.101T1) as the more senior person does these tasks

The usefulness of the NSSA test and certificate

Referred to the respondents, the training and assessment procedures have been helpful for them to learn and use it in their tasks. They had a chance to use different equipment during the training and worked under strict procedures by the assessors. The certificate holders provide feedback such as

- 1) To include technical terms in the training as some have no prior knowledge
- 2) To provide more trainings
- 3) To provide longer trainings (approximately 1 month)
- 4) To teach the use of safety equipment
- 5) To have stronger collaboration between the assessors/ test providers and employers

Overall physical appearance of the certificate has been good for the certificate holders. It would be beneficial for the holders to put a form of recognition by the ministries or

government and stronger technical support by the government. They are also against the duration limit of the certificate.

According to the respondents, the certificate is useful for them and boosts confidence on their work. It can be used in all electric-related tasks and it also shows a difference between the certificate holder and non-holder. In order to facilitate the assessment to the companies more efficiently, there is also a need to set criteria who could sit for the assessment (by education and work experiences). The holders would hope to continue the upcoming assessments till they could achieve diploma from NSSA.

Table 6: Identification of tasks and duties of the skilled worker

Title	2 nd leader
Position	Level-2
Roles and responsibilities	<ul style="list-style-type: none"> • Understand simple circuit drawings and lay wires for households • Perform single phase/3-phase and earthing • Perform final testing and rechecking of the work • Follow and perform safety
Task procedures	<ul style="list-style-type: none"> • Perform the draft installation by following the drawing • Perform draft layout, mark the wires and earth the pipes • Install and fit distribution board • Recheck the works done
Salary	MMK 8,000-10,000 per day
Years of experiences needed for this level	2 years
Years of experiences needed for the next level	3 years
Brief roles and responsibilities of next level	<ul style="list-style-type: none"> • Manage the staff • Install main panel, main bus bar and control box • Understand the drawings well • Follow the safety procedures and perform safety control of the team
Jobs and training opportunities	<ul style="list-style-type: none"> • On-the-job training • Regular internal training • CVT training programme and other outside programmes

Mapping the general framework of the next level of electrician

There is no specific rule or specification to divide the roles and responsibilities of the workers, according to the respondents. The companies have graded the workers as 2nd leader and leader instead of skilled workers and supervisors. Furthermore, only New Light Electrical Group is related to wiring while the other two companies focus on repair and maintenance of elevators and trading. Thus, these two companies (Fortune International and Zeya & Associates) focus on control rather than wiring related to electricians. Compared to worker, the 2nd leader is supposed to work more independently and ability to perform the various safety procedures on their own.

Roles and responsibilities

- Understand simple circuit drawings and lay wires for the households
- Perform single phase/3-phase and earthing
- Perform final testing and rechecking of the works done by the junior staff
- Follow and perform safety procedures rigorously
- Perform the draft installation by following the drawing
- Perform draft layout, mark the wires and earth the pipes
- Install and fit distribution board
- Recheck the works done

Years of experiences

Up to 2 years

Overall feedbacks of the assessment and NSSA certificate

Electrician certificate is considered very useful for both the workers and employers. Therefore, it's important to provide such well-recognized certificate and many assessments to be done every year. Choosing the right candidate is also important for the company and assessor as some candidates have more technical expertise and experience to able to go through higher levels (such as level 3-4). There is a strong need to collaborate among various stakeholders such as employers, government officials and assessors to set the criteria of the worker, set the standard of the certificate internationally, set the safety procedures and strong support by the government.

Chapter – 6 Validating competency standard of waiting staff

Waiting staff training and assessment were conducted at TRC Hotel & Vocational Training School and Monsoon Restaurant in Yangon from 24 to 29 November 2014. A total of 18 candidates from 11 hotels and restaurants enrolled for the training and assessment and 18 passed the assessment.

Management, authorized personals and workers from 3 hotels are being interviewed to verify the tasks and procedures of semi-skilled workers and to identify task and duties of the skilled workers. These hotels are owned by both local and international firms and they have a workforce of 200 to 300 people.

Validation of the tasks and duties described in the NSSA competency standards

All 3 NSSA certificate holders follow majority of the steps and procedures described in the NSSA competency standards. Although they have learnt and passed all the steps during the training and assessment, some steps are not done in actual work, such as providing room services (HTWS-04) and performing child protection duties relevant to the tourism industry (HTGE-05).

3 non-certificate holders from the same occupation have been interviewed. According to them, similar steps have been taken compared to the NSSA competency standards. They have not taken some steps due to the lack of experiences. Some of those include;

- 1) Receive and resolve customer complaints (HTWS-01)
- 2) Implement and monitor procedures for controlling hazards and risks as well as maintain health and safety records (under HTCO-02)
- 3) Update local knowledge and maintain contact with local communities (under HTGE-02)
- 4) Perform child protection duties relevant to the tourism industry (HTGE-05)

The usefulness of the NSSA test and certificate

According to the NSSA certificate holders, overall training and assessment procedures are good for them. They have been taught all the competency steps and procedures with proper, clear and precise ways. Knowing the timetable of the training and assessment in advance would be important for both the employers and workers so that they can manage human resource and work with assessment schedules. It would be beneficial for the students to know the overall syllabus of each competency level, standardizing the overall table setting with international standard and learn the Dos and Don'ts in service industry properly.

The physical appearance of the certificate has been good for all the respondents who received the NSSA certificate. According to the management, they would prefer the wording to be close to international format of such certificates. Although the technical details and comprehensiveness are fulfilled for now, it's important to amend or update the procedures periodically to align with international standard.

Generally, the NSSA certificate is useful for all the holders, especially in pay increment, promotion of current employment and acting as a certified person for the next employment. It's also good for the employees as they could tell the customers that their staffs are qualified.

Table 7: Identification of tasks and duties of the skilled worker

Title	Waiter/ waitress
Position	Level-2
Roles and responsibilities	<ul style="list-style-type: none"> • Perform all customer service tasks • Understand and perform all food and beverage tasks • Perform room services • Responsible for sale promotions
Task procedures	<ul style="list-style-type: none"> • Responsible for all tasks in dedicated section • Check the daily reservations • Obtain extensive knowledge on daily special menu • Manage table set up in dedicated tables and section
Salary	USD 200-300 per month
Years of experiences needed for this level	6 month - 1 year (based on interest, talent and performance)
Years of experiences needed for the next level	2 years (based on interest, talent and performance)
Brief roles and responsibilities of next level	<ul style="list-style-type: none"> • Manage and provide tasks to the staff • Coach the waiter/waitress regard to hygiene standard in work • Manage customers' orders • Manage complaints • Perform safety checks thoroughly
Jobs and training opportunities	<ul style="list-style-type: none"> • On-the-job training • Internal training of 30-48 hours per month • CVT training programme

Mapping the general framework of the next level of the waiting staff

According to the respondent hotels, the levels of the waiting staff start from food server, waiter and waitress, captain and supervisor. Level-1 by NSSA is comparable to food server while level-2 is for waiter/ waitress. The waiter/waitress should have extensive knowledge on menu and daily specials and responsible for the table setup of their dedicated section.

Roles and responsibilities

- Ability to perform all customer service tasks
- Understand and perform all food and beverage tasks
- Perform room services
- Responsible for sale promotions and actively participate in promotion events and daily special menus

Years of experiences

Up to 1 year after food server

Overall feedbacks of the assessment and NSSA certificate

Although the test and certification have been proven to be important for the workers and employers, there are some weaknesses on understanding the standard of the certificate such as no specification over whom to send for the assessment. Thus, there is a need to educate the business owners about the importance and standard of the NSSA certificate. The intervention of government is also required in terms of providing rules, regulations and incentives for the general workers and semi-skilled workers to take such assessment. By providing NSSA certificate with international standard in every level more frequently, it would benefit to all the stakeholders.

Chapter – 7 Validating competency standard of cabinet maker

Cabinet maker training and assessment were conducted at CVT testing centre in North Dagon Township from 26 to 30 November 2014. A total of 20 candidates from public and private sectors enrolled for the training and assessment and 16 of them passed the assessment.

Authorized persons and workers from 3 small and medium firms are being interviewed for this survey. These organizations have a workforce of 15 to 100 people and mainly focus on supplying furniture to both government and private organizations.

Validation of the tasks and duties described in the NSSA competency standards

All 3 NSSA certificate holders from 3 firms have continued to follow the steps and procedures described in the NSSA competency standards. Although they have learnt the steps during the training and assessment, some steps are not done due to their work nature.

3 non-certificate holders from the same occupation have been interviewed to know the differences. According to them, similar steps have been taken compared to the NSSA competency standards. Due to lack of experiences, they don't have to

- 1) Identification of the structures and properties of wood as well as select types of composition (under WB-CM-103I 1)
- 2) The use of portable power saws and portable edge-cutting tools (under WB-CM-105I 1) because they are not allowed yet
- 3) The use of thickness planer, edge-banding machine and woodworking lathe (under WB-CM-106I 1)
- 4) Preparation of products for shipping (under WB-CM-107I 1)
- 5) Application of standard drafting practices and layout techniques (under WB-CM-102I 1)

The usefulness of the NSSA test and certificate

Training and assessment procedures have been beneficial for the certificate holders. By providing proper techniques and steps throughout work procedures, the certified workers learnt a lot from the training. They have also provided feedbacks on calculation of the wood needed, basic language skills and drawing to include in course curriculum.

The physical appearance of the certificate has been good for all the certificate holders. One management pointed out the logo of the NSSA to be printed on the photo of the certificate holder in order to avoid imitation. One holder has mentioned to include grades and

announce the grades of the recipients during the commencement.

The certificate is good for all the holders. Apart from being useful in current employment and future employment, the certificate provides the skills that the employee can perform tactfully. With more foreign firms investing in construction and furniture, the certificate provides opportunity to work in more technically-advanced environment and overseas.

Table 8: Identification of tasks and duties of the skilled worker

Title	Skilled worker
Position	Level-3
Roles and responsibilities	<ul style="list-style-type: none"> • Assist the leader • Lead the junior staff for some procedures • Pass some tasks to junior staff
Task procedures	<ul style="list-style-type: none"> • Make the regular products easily • Perform hand tools skillfully • Focus on using power tools • Assist supervisor on quality check and examine junior staff
Salary	MMK 145,000-200,000 per month
Years of experiences needed for this level	2-3 years
Years of experiences needed for the next level	2 years
Brief roles and responsibilities of next level	<ul style="list-style-type: none"> • Manage the staff • Use and teach most woodworking machines to junior staff • Ability to follow up the whole chain of producing furniture, from registering at production manager to supplying furniture to client
Jobs and training opportunities	<ul style="list-style-type: none"> • On-the-job training • Indoor quarterly carpentry trainings • CVT training programme taken by some certificate holders

Mapping the general framework of the next level of the cabinet maker

According to the respondents, the levels of the cabinet maker start from trainee, skilled worker and supervisor. Level-1 by NSSA is comparable to trainee while level-2 is skilled worker. The skilled workers can make the regular products easily and independently. Compared to the trainee, the skilled worker use more power tools and assist supervisors on quality check of works done by the junior staff.

Roles and responsibilities

- Assist the leader/ supervisor from starting to finishing the final product
- Lead and teach the junior staff for the basic procedures in cabinet making
- Pass the simple tasks to junior staff and guide them with relevant procedures

Years of experiences

Up to 3 years after trainee worker

Overall feedbacks of the assessment and NSSA certificate

Recognizing the talents and skills of the employee is crucial and many workers have abilities to pass the assessment if given chance. This certificate provides as a stepping stone to those holders, giving them opportunities that they deserve. Furniture making is focused on providing quality products for the customers. For the management, the certificate provides better working techniques to the holders, which later translates to superior quality. In return, the potential customers will be willing to pay more for better quality products.

Chapter – 8 Validating competency standard of carpenter

Carpenter training and assessment were conducted at Central Training Centre in Thuwana under the Ministry of Construction from 28 October to 11 November 2014. A total of 47 candidates from 7 companies enrolled for the training and assessment and all of them passed the assessment.

Authorized persons and workers from 3 various organizations are being interviewed to verify the tasks and procedures of semi-skilled workers and to identify task and duties of the skilled workers. The organizations range from SMEs to large construction companies, with workforce of 45 to 1,000 people. They have been providing a number of services such as building infrastructures, piling, landscaping and interior decoration.

Validation of the tasks and duties described in the NSSA competency standards

According to the 3 NSSA certificate holders from 3 companies, they have followed the steps and procedures described in the NSSA competency standards. If they are unsure about the steps, they would get advices from their superiors or supervisors.

3 non-certificate holders from carpenter occupation have been interviewed to realize the differences. They have verified that most steps have been taken according to the NSSA competency standards. Planning and preparing work as well as calculating the amount of materials (under CS.CA.102T1) are mainly done by leaders, rather than they do the work.

The usefulness of the NSSA test and certificate

According to the 3 certificate holders, the training and test have been beneficial for the trainees. One main benefit is learning steps and procedures in systematic and proficient ways. The assessors also set very strict criteria for the tests. Safety is also critical as some workers have no prior experiences of safety equipment.

The physical appearance of the certificate has been good for all the carpenter certificate holders. One carpenter certificate holder has mentioned to include certificate in Myanmar on another side of the certificate.

The NSSA certificate is good for all the holders, such as receive recognition among the workers and workplace, build confidence and perceive importance for future employment. Without the certificate, employers would have to risk time (provide 2-week period for probation) and cost (agree with the amount initiated by the carpenter) when looking for the carpenters. The employers could easily understand the skillset of the potential employees with the certificate. By holding the certificate, the carpenter would also gain the trust from

employers and customers because they are considered certified by the national board.

Table 9: Identification of tasks and duties of the skilled worker

Title	Skilled worker, helper, 2 nd leader
Position	Level-2
Roles and responsibilities	<ul style="list-style-type: none"> • Assist leader/ supervisor • Take ownership for some tasks • Pass some responsibilities to junior staff
Task procedures	<ul style="list-style-type: none"> • Interpret and implement drawings and specifications (No edition yet) • Perform safety control and routine checks on safety equipment • Focus more on using carpentry power tools • Assist supervisor on quality check and examine junior staff
Salary	MMK 8,000-10,000 per day
Years of experiences needed for this level	1-2 years
Years of experiences needed for the next level	At least 2 years (together with experiences and certificate)
Brief roles and responsibilities of next level	<ul style="list-style-type: none"> • Assist engineer and supervise the staff • Check all the work done by the staff • Implement all drawings and calculate the amount of wood needed
Jobs and training opportunities	<ul style="list-style-type: none"> • On-the-job training • Indoor quarterly carpentry training given in some companies

Mapping the general framework of the next level of the carpenter

According to the respondent firms, the levels of the carpenter start from trainee, skilled worker (2nd leader), leader and supervisor. Level-1 by NSSA is comparable to trainee while level-2 is skilled worker/ 2nd leader. The skilled workers should have ability to interpret and implement drawings and specifications, but editing is limited for that level. Compared to the trainee, the skilled worker can use more power tools as well as perform safety control and routine checks on safety equipment. Furthermore, he also assists the leader and supervisor by examining the works done by the trainees.

Roles and responsibilities

- Ability to perform all the regular carpentry works independently
- Act as an assistant to the leader/ supervisor
- Take ownership for some tasks and lead the junior staff to follow the appropriate procedures
- Lead as well as pass some simple responsibilities to junior staff

Years of experiences

Up to 2 years after trainee worker

Overall feedbacks of the assessment and NSSA certificate

According to the management, it's important to certify the workers as it would benefits all the stakeholders. Currently, unskilled, semi-skilled and skilled workers are mixed without any formal and proper certification. Thus, moving on to the second level would be essential to separate the better-skilled workforce from the semi-skilled workers as well as to motivate the certificate holders. The continuous support from government is needed with relevant laws and regulations, such as the need for NSSA certified workers in the company and pay scheme according to competency level.

Chapter – 9 Limitations

One of the major limitation of the study is the NSSA certificate holders are not necessarily the semi-skilled workers that need the basic certificate. They could be skilled workers who have many years of working experiences but didn't manage to get the formal certificate by government or other qualified organizations. Some of the certificate holders have decades of working experiences but unable to obtain technical certificate. For such persons, level-1 semi-skill task and procedures are very easy as they have been taking part in far complicated steps in workplaces. Since level-1 is the first step and pilot, they have taken the semi-skilled worker level instead of higher levels.

For this survey, many interviews to management and human resource department from public and private sectors, SME and large companies as well as local and foreign companies are conducted over a period of two weeks. Procedures of the skilled workers are being discussed thoroughly. However, some are small firms which have limited documentations over the procedures and responsibilities of each level. Furthermore, some tasks and procedures between skilled workers and supervisors have overlapped. Thus, it would come across as overview procedure of skilled workers but failed to further details into individual steps of every task.

Chapter – 10 Recommendations

Vocational training and skill assessments are important to improve overall skill level of the workforce in Myanmar. To improve employment opportunities for Myanmar workers as well as to increase participation of Myanmar workforce in ASEAN Economic community at the end of 2015, Myanmar is required to have its own National Qualification Framework (NQF) in order to link Regional Qualification Framework of ASEAN. Myanmar has already formed National Skills Standards Authority (NSSA) and has actively carried out the required tasks needed to recognize skills of labour, including fixing the competency and issuing the recognition certificate.

"Fast Track Skills Assessment Pilot Project" would be considered one of the first steps and initiatives taken in order to set the competency standard of the semi-skilled worker and to pave ways for recognizing the next skill levels of the workers. This pilot project has been considered a success as all the certificate holders have continued to follow their respective NSSA competency standard. Therefore,

- 1) **The NSSA team should continue with the pilot tests and provide more training and assessments** as there are many potential workers who are willing to take up the assessments for the certificate. The certificate holders have strong beliefs that the certificate can hold as a vocational document for their careers.
- 2) Although the pilot is for level 1 and focus on providing certificate to semi-skilled workers, **majority of the certificate holders have more than 3 years of working experiences** in relevant field. They all have gone through the level 1 assessment as they have no significant technical certificate. Many of the holders have capacity to sit for higher levels such as level 2 and 3. Thus, it would be beneficial to provide assessment for such level in a short-medium term as delaying the higher assessment programmes could further demotivate the current certificate holders.
- 3) **Non-certificate holders** are being interviewed and their results show that some of them **are not doing certain steps or procedures due to their lack of experiences at work**. They have been doing some steps because their superiors have taken the test and lead them to follow the competency standards, especially related to safety. When asked whether they are willing to take assessment, their answers are positive and they would like to receive the NSSA certificate in near future.
- 4) **Accreditation from the government and related ministries is important for the certificate holders** so that the credential would be useful for them for years. The need

for employers to fully understand the NSSA certificate and the usefulness of it are also critical as some of the employers have limited awareness over the certificate. It would be beneficial to have a program or information for all stakeholders about NSSA certificate and its competencies so that all would recognize the importance of such certificate.

- 5) **Many of the certificate holders have provide feedbacks to disclose more information about the training and assessment such as the education background, technical skill level of the worker, the tentative syllabus, the benefits of the certificate and the relevant experiences** needed to undergo assessment. By providing such detailed information to participating firms would provide further efficiency for employers on deciding who could undergo assessments.