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## EDITORIAL

This is another exciting period for the Saint Lucia Coalition of Service Industries (SLCSI) and we are pleased to share with you this December 2015 issue of our e-newsletter.

Under the “Caribbean Aid for Trade Regional Integration Trust Fund (CARTFUND) Project funded by the Caribbean Development Bank (CDB), technical and financial support was provided to twenty three (23) local Spa Therapists to improve their capacity to adopt internationally benchmarked industry standards. Additionally, through support from the SLCSI, nine (9) members of the Association of Management Consultants of Saint Lucia (AMCS) successfully pursued the Certified Management Consultants (CMC) Programme of the Caribbean Institute of Certified Management Consultants (CICMC). As a result of this initiative, Saint Lucia now has the highest number of CMCs in the Caribbean.

The SLCSI is also implementing a project on “Gender in ICT,” which includes an internship programme for which six (6) individuals have been given the opportunity to undergo in-person job training, and are presently engaged in various fields of practical experience for technical and business development skills in ICT. Another component involves an ICT empowerment programme in technology business innovation and entrepreneurship skills development for girls and women in the ICT Sector.

This project aims at facilitating greater gender equity and increasing the opportunities for women in the ICT Industry.

In keeping with our mandate to form new associations and strengthen existing ones, the SLCSI contracted the services of a Membership Consultant in June 2015 to provide technical assistance to its members. As a result, a number of Associations were strengthened through strategic planning and implementation of various initiatives.

Over twenty-seven (27) construction contractors and service providers - Engineers, Building Contractors, Surveyors and Architects - from four sub-sectors received training in Contract Management and Health and Safety Requirements for construction projects. This was held in collaboration with the Institute of Construction (Saint Lucia) Inc.

The SLCSI takes this opportunity to thank you for your support and feedback on our initiatives during 2015.



Enhancing Competitiveness in the Global Marketplace

## SLCSI Marks Milestone Achievements in Services

Saint Lucia now has the highest number of Certified Management Consultants (CMCs) in the Caribbean.

Nine (9) St. Lucian professionals have earned the designation of Certified Management Consultant - CMC. They are Agnes Francis, Dr. Claudius Preville, Geraldine Lendor-Gabriel, Keith Millar, Luvette Louisy, Dr. Stephen Louis, Thecla Deterville, Vimla St. Hill and Wilton Bleasdille. They join Dr. Vasantha Chase – bringing the number of Certified Management Consultants on the island to ten (10), the most in the region. Out of the 26 CMCs in the Caribbean, Barbados has 5, Trinidad has 4, Jamaica, Suriname and Bahamas each have 2, and Dominica has 1.

The Pinning Ceremony for the 9 Management Consultants took place at The Royal by Rex Resorts on Thursday November 5, 2015 under the Theme – “**Enhancing Competitiveness through Certification and Training.**”



Dr. Vasantha Chase, CICMC President, pins Ms. Agnes Francis - AMCS Member.

The CMC Certification is the result of a collaborative effort between the SLCSI, the Association of Management Consultants of Saint Lucia (AMCS) and the Caribbean Institute of Certified Management Consultants (CICMC). This milestone of 10 Certified Management Consultants was achieved in the 10th Anniversary year of the AMCS, which was established in 2005.

Speaking on the significance of this achievement, Dr. Vasantha Chase, who is also President of the Caribbean Institute of Certified Management Consultants said CMC is an internationally recognized competency standard for professionals in the practice of Management Consulting. There are 50 member institutes of the International Council of Certified Management Consultants. Anyone with a CMC designation, can practice and work in these 50 jurisdictions. For example, a CMC from Saint Lucia can work in Canada, the USA, or any other jurisdiction which is a member of the International Council of Certified Management Consultants.

Dr. Chase notes that because of the rigour of the CMC Programme, CMCs can serve clients in the public and private sectors, the NGO



Community, and Civil Society – with very high levels of competence and professionalism. Certified Management Consultants are bound by ethical standards, as well as a professional Code of Conduct, and must be recertified every 3 years by the International Council.

The newly Certified Management Consultants have expertise in a broad range of areas including Accounting, Finance, Business Strategy, ICT, Marketing, Small and Medium Enterprise Development, Environmental Management, Public Policy, Quality Management, and Trade Negotiations. **Listen to more here.**



Permanent Secretary for Education presents certificate to Awardee

Twenty three (23) Spa Therapists were also presented with Caribbean Vocational Qualification (CVQ) Certificates in Massage Therapy – Level 3 – having successfully completed the TVET Prior Learning Assessment and Certification Programme. With the newly acquired Certification, the therapists can now move freely within CARICOM under the CSME free movement of people regime, and offer their services to a broader client base.

Funding for both Certification Programmes was provided by UKaid under the CARTFund Project “Developing Saint Lucia’s Services Sector.” The Project is being administered by the CDB which was represented by Consultant – June Alleyne Griffin. Ms. Griffin congratulated the Certified Management Consultants and CVQ Certified Spa Therapists. She urged them to translate their newly acquired certification into business opportunities for themselves, their businesses and their country – Saint Lucia. **Listen to more here.**

## **SLCSI Membership Received Technical Support**

As part of its ongoing business support to member associations, the SLCSI engaged the services of a Membership Consultant from June to October, 2015. During that period, several initiatives were undertaken including, institutional strengthening, administration and coordination; programme development and event planning.

### **Saint Lucia ICT Association (SLICTA) - Programme Coordination**

SLICTA successfully hosted its Annual General Meeting on November 21, 2015. This activity was preceded by a media blitz and a social mixer to bring together ICT professionals in order to give them an opportunity to interact with current and prospective executive members. In preparation for these activities, the association revamped its online presence and established social media such as Facebook, Instagram and Twitter. SLICTA was also able to secure sponsorship from Digicel and LIME for the aforementioned activities.



Consultant, Ms. Tricia Leo, at a working session with SLICTA Executive

### **National Association of Refrigeration and Air Conditioning (NARA) - Strategic Planning and Communication**

Two Consultants - Nigel Mitchell and Keith Millar - of the Association of Management Consultants (AMCS) volunteered their services to assist two fledgling Associations, Automotive Services Association and National Association of Refrigeration (NARA). The one day seminar on Governance and Strategic Planning was aimed at enhancing the capacity of Executive Members to lead effective associations.

### **Audio Visual and Film Association (AVFA) - Production of Documentary for Institutional Strengthening**

In an effort to bring together all the stakeholders in the Audio Visual Industry, the SLCSI is working in close collaboration with the AVFA to produce a documentary on the sector in Saint Lucia. The Association comprises, screen writers, producers, film makers, etc., and will use their combined skills and capacity to

produce this masterpiece. This 30-minute documentary will serve as a marketing tool to promote and enhance the local industry and to feature Saint Lucia as a premiere film destination.



AVFA President, Kendal John, assisting with workshop

### **Fashion Sector - Legislative and Institutional Support**

On July 2015, a meeting was held with Key stakeholders of the Fashion Industry to explore the potential for association. A Steering Committee comprising five (5) volunteers was formed to commence the process. Through a series of meetings, the strategic direction suited to the association was identified. Members of the team are working with the Ministry of Commerce in the establishment of a Fashion Council for Saint Lucia.

### **Photographers Association - Strategic Planning**

In August 2015, the Photographers Association joined the slate of new associations identified for assistance. A newly elected, young and spirited Executive met with the Consultant and SLCSI Executive Director. Among the priority areas of assistance included development of a strategic plan for the association. Funding has been identified to procure the services of a consultant to develop that plan.

### **Saint Lucia Health, Beauty and Spa Association - Institutional Strengthening**

This is one of the most advanced associations whose members recently benefited from training and certification. The SLCSI continues to provide support in other various areas, such as standard development and capacity building.

## Construction Contractors' Skills Got Boosted

Contractors took advantage of the opportunity to boost their skills and knowledge with further training through a one-day seminar on Contract Administration and Health and Safety requirements for construction projects.



Presenter, Mr. Winsbert Felix



Training for the Construction Sector in progress

The objective of this exercise was to assist practicing contractors with the basics of Contract Administration and Health and Safety requirements, through a formulated training guide, and to provide development opportunities to increase their export readiness.

We also collaborated with the Department of Labour to facilitate the session on Health and Safety issues in construction, and obligations under the Labour Code of Saint Lucia.

At this gathering, the Interim Chairman of the Institute of Construction opened the day's session with opening remarks and brought to the fore a real picture of the industry. He enlightened the audience about the challenges that currently face the sector. [Click here](#) to read more of the speech delivered by the Interim Chairman, Mr. Martin Renee.

The SLCSI, in collaboration with the Institute of Construction, brought together contractors and service providers from four (4) sub-sector associations - Institute of Surveyors Saint Lucia Inc., Association of Professional Engineers, Building Contractors and the Saint Lucia Institute of Architects - at a training seminar on Wednesday September 30, 2015 at the Royal by Rex Resorts.

## Gender in Information Communication Technology (ICT)

SLCSI recently engaged the consultancy team of Ayanna Samuels and Dr. Leith Dunn to undertake a consultancy in Gender Equity in ICT. The study was aimed at facilitating greater gender equity and increasing the opportunities for women to access more and better jobs, as well as entrepreneurial opportunities in the Information and Communication Technology (ICT) Industry.

The outcomes and recommendations presented in the [Report](#) resulted in the signing of an MOU between the SLCSI and Converge Solutions, a private sector ICT firm, for the execution of a six (6) month internship programme for six female graduates of the Sir Arthur Lewis Community College. During this period, it is expected that the interns will be exposed to practical applications in ICTs and also an enabling environment where they can work towards attaining international certification with key industry recognized accreditations.



Interns posing for a photo

A second MOU was also signed between the SLCSI and the Caribbean Regional Communications Infrastructure Programme (CARCIP) in an effort to strengthen its ongoing ICT project, with specific focus on gender equity. A programme, "**Promoting of Saint Lucian Girls and Women in ICT Campaign**," will be implemented by the agencies over the next 12 months.

The objective of the programme is to structure awareness and capacity building, technology business innovation and entrepreneurship skills development programme for girls and women in the ICT Sector. It aims to create or increase business opportunities in the regional and international ICT Sector and reducing the extent of gender inequity in Saint Lucia's ICT Sector.

One of the activities to be undertaken under this initiative includes a major sensitization and awareness building campaign regarding the varied development opportunities provided by the ICT Sector.

## OPPORTUNITIES

### CARICOM RFP: Consultancy to Prepare a Strategic Analysis of the Financial Services Sector

Contract reference no.: 10th EDF/ 1.1.1/SER/a/ FS2 /2015

The objective of the Project is to prepare a Strategic analysis of the Financial Services Sector in the Caribbean Community to facilitate the ultimate preparation of a Strategic Plan leading to the efficient and effective discharge of its intermediation functions and thereby enhance its contribution to economic growth and development in CARICOM Member States.

The technical requirements and instructions for submitting proposals are included in this Request for Proposal (RFP)

When submitting tenders, tenderers must follow the instructions, forms, terms of reference, and specifications contained in this RFP and submit a tender containing the required information within the deadline specified in the RFP.

#### Additional information before the deadline for submitting tenders

Tenderers may submit questions in writing to the following address up to 7 days before the deadline for submission of tenders, specifying the publication reference and the contract title:

**Programme Manager, Administrative Services  
CARICOM Secretariat  
Turkeyen, Greater Georgetown  
Guyana  
Fax: 592-222-0080  
Email: [procurement@caricom.org](mailto:procurement@caricom.org)**

Tenders may be submitted electronically, on or before 22nd December, 2015 at 16:00 hrs.

Click on [Link](#) to download the request for proposal

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### Trident Angels Network – Seeking Entrepreneurs Looking for Financing

#### CALL FOR PROPOSALS

The Trident Angels is a network of successful business leaders interested in investing their money and experience into ventures that have the potential to grow and create value. The members meet quarterly following several stages of review in order to make their investment decisions. The Angels operate within predetermined

guidelines and code of ethics; however deals are negotiated independently by the investors and entrepreneurs on a deal-by-deal basis.

Entrepreneurs who meet the investment criteria should complete the application form available on the Barbados Entrepreneurship Foundation website [HERE](#). Applications are reviewed three times per year based on the following submission deadlines: March 31, July 31 and November 30.

Investment criteria for the Trident Angels – Looking for the right entrepreneurial profile

The most promising entrepreneurs have the passion and commitment necessary to succeed. These characteristics are essential but insufficient. Entrepreneurs must also demonstrate the managerial rigor required to plan, implement and monitor their strategy and operations effectively. If their plan and budget are funded, the angels will provide invaluable support and require some conditions to be met. Such requirements will be described in the Term Sheet and Investment Agreement through equity ownership, convertible debts, warrants, appointment of a director to the company board, etc. To be considered, entrepreneurs must recognize angel investors as business partners rather than as creditors, and meet the following criteria:

- The entrepreneur demonstrates strong integrity and a clear desire to learn which translates into a willingness to give up some amount of ownership and control of the company.
- The product/service is already developed and tested.
- There are existing customers or potential customers who will confirm their willingness to buy.
- The entrepreneur has “skin in the game” – s/he invested their own dollars and exhausted other alternatives, including friends and family.
- The company is likely to realize significant revenues and earnings in the next 5-7 years, and produce a return for investors.
- The business is likely to grow rapidly and create employment – as opposed to self-employment.
- The business is registered in the Caribbean, preferably in Barbados.

## WHAT'S NEXT?

We appreciate your feedback!

Please share with us your comments and thoughts on any of the stories featured in this article and let us know what you would like featured in our upcoming Issue.



[www.facebook.com/saintluciacoalitionofservices](http://www.facebook.com/saintluciacoalitionofservices)



*Enhancing Competitiveness in the Global Marketplace*

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### EVENTS DIARY

Sun	Mon	Tue	Wed	Thu	Fri	Sat
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1. Services Go Global Training (*registration continues*). Please contact us or visit our website for further information.