

## ASSOCIATION INCUBATOR AND BUSINESS SUPPORT UNIT

### E-mail Management Services

E-mail sent to [aibsu@slcsi.org.lc](mailto:aibsu@slcsi.org.lc) will be checked daily and forwarded to the pertinent individuals of the associations.

### Use of Meeting Room

The Meeting Room at the SLCSI is available from 8:30 a.m. to 7:00 p.m. Interested associations should contact the SLCSI by e-mail ([slcsi@candw.lc](mailto:slcsi@candw.lc)) and book the Meeting Room for a specific time frame. Confirmation will also be provided via e-mail. The Meeting Room schedule will be posted online.

### Typing and Printing

The SLCSI will assist associations in the preparation and distribution of special pieces of correspondence (i.e. reports, circulars).



### Collection of Fees

Provision has been made for the collection of fees on behalf of associations. However, interested associations must provide the SLCSI with their own receipt books so that the collection of fees can be recorded in an efficient manner.

## SLCSI MISSION STATEMENT:

To facilitate the growth and development of the Saint Lucia Services Sector, through the adoption of high service standards, fostering activism and education on trade in services issues and promoting the pursuit of strategies to sustain service providers' competitiveness in the global marketplace.



Associations should contact the SLCSI to indicate their interest in the Administrative Support Services offered by the AIBSU and to enquire how they can access these services.

Tel. #: 452-7864  
e-mail: [slcsi@candw.lc](mailto:slcsi@candw.lc)

## SAINT LUCIA COALITION OF SERVICE INDUSTRIES (SLCSI) ASSOCIATION INCUBATOR AND BUSINESS SUPPORT UNIT

### **WHAT IS THE AIBSU?**

The Association Incubation and Strengthening Unit (AIBSU) was created as part of the SLCSI's continuous effort to fulfill its mandate of developing and diversifying the local Service Sector. The SLCSI AIBSU provides prompt and efficient **Secretariat and Business Support Services** to Corporate Members.

### **WHAT ARE THE ROLES OF THE AIBSU?**

The AIBSU offers developmental, business and administrative support services to national service associations, enabling them to function more effectively and by extension, offer its members additional support with their export efforts. Administrative services are provided to members at a cost, after an agreement is signed with the SLCSI for Support Services. Other core functions include Advocacy and Communications.

## ASSOCIATION INCUBATOR SERVICES

### **Developmental Support**

- **Venue for executive meetings** - The SLCSI Board Room is available from 8:30a.m. to 7:00p.m. for Executive Meetings.
- **Governance guidance** - This includes assistance towards the structuring of new associations
- **Formation of new associations** - Any group of five service providers within a sub-sector will be assisted in the formation of an association.
- **Association work plans** - The SLCSI works with new associations in preparing a work plan for the first year of operation.

## BUSINESS SUPPORT SERVICES

### **Export Development Training**

- **Export Plans** - this is a major output to become export-ready
- **Trade Mission** - Service providers will gain the opportunity to travel to CARICOM countries to identify markets
- **Capacity building** - Training programmes to enable increase and competitiveness in Service Exports
- **Technical Assistance** - support in developing Export Plan; coaching and marketing assistance to participants.
- **Business Opportunities** - communications to members on opportunities of **which they can take advantage.**



**Standards Development and Certification**

Code of Practice and Certification - As a core service, the SLCSI works in collaboration with the Saint Lucia Bureau of Standards (SLBS) to develop programmes for the adoption and application of standards for practice in the key Service sub-Sectors.

Recently, a pilot programme was implemented for the Health and Wellness Sector whereby a small group of Spa Operators gained certification from the SLBS. A TVET Prior Learning Programme is underway for Massage Therapists who will gain CVQ Level 3 Certification at the end of the training.

**Representation on Committees and Statutory Boards**

- Trade Export Promotion Agency (TEPA)
- Private Sector Council
- Quarterly meetings with the Minister for Commerce
- National Productivity Council
- Saint Lucia Bureau of Standards (SLBS)
- Other Inter-Ministerial Councils

**ADVOCACY****Services Policy**

Since its launch in 2009, the SLCSI has focused on lobbying for policies which will create an enabling environment for the growth and development of the Services Sector, and has worked very closely with the Ministry of Commerce in achieving this objective. The process of developing a Gender Responsive and Results-Based Services Policy, Strategy and Action Plan for Saint Lucia has begun.

Consultants have met with key stakeholders and groups, as part of the policy formulation process. The Consultancy, which is being executed through the Saint Lucia Coalition of Service Industries (SLCSI) under the auspices of the Ministry of Commerce, is a follow-up to a 2012 Study which resulted in the preparation of a White Paper for the Services Sector in Saint Lucia. The Services Sector Policy, Strategy and Action Plan is being funded by the Caribbean Development Bank - CDB.

The Policy is intended to achieve increased alignment of the efforts of the multiple industry stakeholders, promote greater convergence in key areas of trade and investment in services, as well as promote investments, develop targeted service industries, and leverage St. Lucia as a model export-oriented service economy in the OECS.

It is expected that the development of this policy will result in the creation of jobs, foster creativity and innovation, and boost overall economic growth and development in St. Lucia. It is also hoped that this will be a dynamic service policy and strategy document, benchmarked as a model to guide the conduct of trade and investment in services, not just for St. Lucia, but for other OECS economies as well.

**COMMUNICATION**

- Quarterly e-newsletter
- Website
- Facebook Page

**ADMINISTRATIVE SUPPORT****Administrative Support**

- Email Management Services
- Typing and Printing
- Collection of dues
- Organising meetings and use of meeting room

**MODUS OPARANDI****Provision of a fixed mailing address for new associations:**

Name of organization  
C/o Saint Lucia Coalition of Service Industries  
Orange Park Commercial Centre  
Bois d'Orange, Gros-Islet

E-mail Address  
aibsu@slcsi.org.lc

**Website**

The AIBSU has its own page on the SLCSI website where general information is provided as well as the names of the associations, which fall under the AIBSU.

