Indonesian experiences and lessons learned in testing/assessment against competency standard

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Tourism Professional Certification Body
CERTIFICATION BODIES

BNSP

Licensed by BNSP
National Professional Certification Authority

LSP Garment
LSP-Welding
LSP - Automotive
LSP-Tourism

Assessment Centre
Assessment Centre
Assessment Centre
Assessment Centre

Licensed by BNSP
Industry Professional Certification Bodies

Licensed by LSP
Vocational Training/Educational/workplace
PARTNERSHIP BETWEEN BNSP and OTHER INSTITUTION

BNSP

LSP

LSP

LSP

PARTNERSHIP
Number of Committee: 25 persons
10 Government + 15 Private Sectors
THE BOARD OF DIRECTOR

CHAIRPERSON

GEN.SEC

SECRETARIAT-Daily Operation

Head Section of Standardization

Head Section of Certification

Head Section of Quality Management
CERTIFICATION PROCEDURES (1/2)

BNSP

LSP

Professional Association

Support

Industry Association

Training/Education Institutes

WORKPLACE

ASSESSMENT CENTRE

• Individual Professional
• Industry
• Education/Training Inst.
• Government
START

Request

Submit Application Form

Letter/fax/direct

Oth. Related Document

Application Form Accepted

Doc. Verification

OK?

NO

YES

Assessment Arrangement

Reconfirmation on Assessment Schedule

Assign WPA

Issue Assignment Letter

Prior Consultation

Assessment

Reporting

COMPETENT?

NO

YES

Issue Certificate

END

CERTIFICATION PROCEDURES (2/2)
SOURCE OF FUNDING

- 80% GOVERNMENT PROGRAM
- 20% WORKPLACE, INDIVIDUAL PROFESSIONALS, TVET GRADUATES, CSR
Assessment in the Tourism and Hospitality Sector

- Number of LSP: 9
- Numbers of Workplace Assessors: 910 assessors
- Certification ration (failure): 20%
- Main Assessees: Workers
Assessment in the Tourism and Hospitality Sector

<table>
<thead>
<tr>
<th>Workers in Tourism Sectors</th>
<th>Planned Certification Program 2009-2014 (MoTCE)</th>
<th>Certified Workers to date</th>
</tr>
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<tbody>
<tr>
<td>1,428,160</td>
<td>50,000</td>
<td>26,227 (+15,000 in 2012)</td>
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LESSONS LEARNED

- Beurocracy within certification authorities/bodies v.s Pricing Cost v.s Quality Assurance
- Marketing
- Financing LSPs
LESSONS LEARNED

- Wide coverage of area - 33 Provinces
- Autonomy - Local Government Support
- Workplace assessors are not profession – Difficult to assign when needed
- Competition among LSPs within an industry
- Networking
THANK YOU

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