



Training Needs for SME-CENTERS

INTRODUCTION

As the Small and Medium Enterprises are ready to progress to implement their full e-commerce solution, the need for HR to be trained to manage their respective IT department becomes paramount importance. SME-CENTERS Australia aims to provide the SMEs IT, e-Commerce and management needs.

The educational level of average SME member is relatively low compared to bigger corporation, particularly in the field of IT and management.

As a case study and our direct experience in Indonesia, the APEC SME-CENTER Indonesia made available 43 training centers for training, and full e-commerce center that could train 30 trainees per classroom. The training centers were spread throughout the Indonesian archipelago. These SME centers were primarily catered for their members to transact, hold seminars, training and meeting venues for interaction between the banks and their account holders, an estimated total of 30 million members.

In terms of prospective SME-members, the stakeholders have estimated an annual 5% growth in demand for IT and management skill training. This does not include the training needs of other banks in the region.

OBJECTIVE

To configure the conceptual framework for training proposal for SME-CENTERS to provide I.T. skills to many trainees that need skill and certification.

The training guidelines are to bring trainees skills form partial or non-existence to be able to use basic IT skills in operating SME-center members and their respective business. Some trainees may also come from families of these SME owners. The training is designed to provide fundamentals and the ability to utilize currently available technologies, such as computers and essential office application software.

Based on these needs, IT and management training, with manuals, software and hardware are required to meet these particular needs.

Furthermore, if these trainees (particularly families of the SME owners) wish to further their studies abroad, for example, in Australia, there must be a continuing process in terms of previously acquired qualifications in their home countries.

FACILITIES AVAILABLE

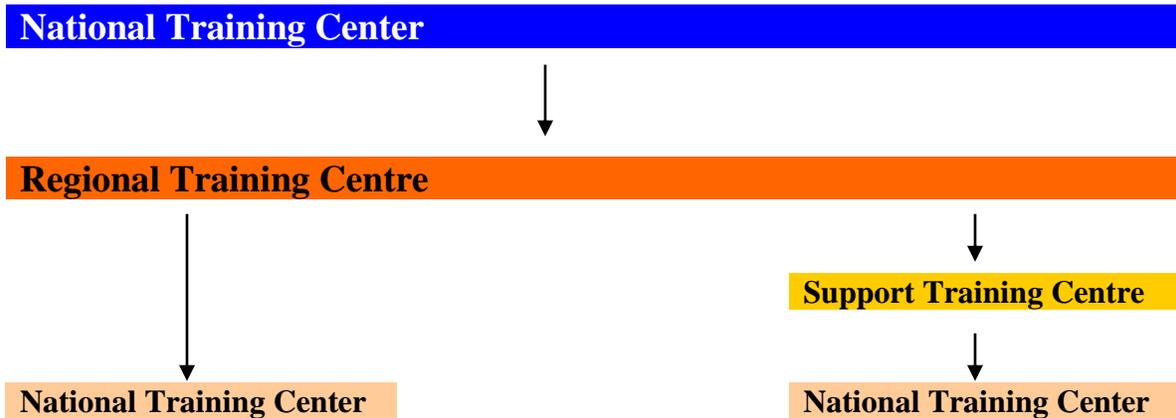
Currently, due to COVID 19, SME-CENTERS Australia, are conducting virtual training via ZOOM. This training can be provided in virtual environment.

COURSES and TRAINING SUPPORT STRUCTURE

Administration and management of Training Centers

This is a hierarchical model aimed at providing a greater expansion of many training centers and Certification centers; who, would like to strive in their capacity to provide more training with quality of student objectives.

The centers will be categorized into four levels of either delivering or management and support of other training centers.



National Training Center



A national center has the duty to provide support and distribution of information/training materials to Regional, Support and local training center's that have selected them as the guides they would like to use. SME-CENTERS Australia will provide stock of training material ready to be use by their members and will update course information, by either information leaflets or retraining instructors. They will be the central point for resolving disputes with overseen centers and will audit center for proper conduct of delivery and professionalism.

They are to have the following type of staff on board to:
Appointed administrator, 2 qualified instructors, Online support person must be constantly made available.

Regional Training Centre



A regional center oversees, up to 8 local training centers and also oversees multiple support centers. This center will collect data and provide direct reporting to the national center.

They are to have the following type of staff on board to:
2 Qualified instructors

Support Training Centre

A support center is the first step up for a local training center and it can manage and support 8 other local training centers but will report to a regional center.

They are to have the following type of staff on board to:
2 Qualified instructors

Local Training Centre

These centers can deliver the appropriate training that their instructor is qualified to deliver and shown competence in representing the organization.

They are to have the following type of staff on board to:
Qualified instructors.

SME Cluster Development

The internationalization of small and medium enterprises (SMEs) is attracting growing interest as it is considered as important means of enhancing their long-term survival, profitability and growth. Furthermore, at country level, increasing exports is considered to have positive effects on economic growth and employment levels.

Currently, SMEs in Bangladesh, Cambodia, Indonesia, Malaysia, Laos, Myanmar, Sri Lanka, Thailand and Vietnam face many constraints to compete effectively in global markets since they often lack the necessary knowledge to meet foreign standard and regulatory requirements or lack capacity in controlling a supply chain.

One of the effective ways of addressing these problems is through the SME cluster development and export consortia. Export consortia are voluntary groupings of enterprises, usually in the same or similar business or subsector, with the objective of improving the export readiness and increasing the export volumes. It is urgent and critical for the developing countries to facilitate SME consortia jointly to bid, produce and market, through promoting clusters and networks to improve SME participation in Global Value Chains and of course, we sincerely hope through APEC SME- G15 Initiatives.

To increase understanding of SMEs and their significance in the context national development, in general and personal achievement and economic survival in particular.

To conceive the need and importance of SME clusters and export consortia in the context of SME development and promotion;

To facilitate formation of SME clusters and export consortia in the GMS countries;

To promote SME cluster linkages and support their integration to regional and global value chains.

MODULES

Module1: Regional SME and Challenges of 2020-2030

This module lays the foundation for understanding SMEs in the context of SME CENTERS Australia framework and its implication that includes challenges as well as opportunities.

Module2: Understanding SME Cluster, its Dynamic Participation and Networking

This module presents the concept and principals of SME cluster and export consortia in enhancing the development of SMEs in the APEC SME-CENTER G-15 countries.

Module3: SME Cluster Development Plan

This module presents the key elements for preparing SME cluster development plan and the process in formulating SME cluster development plan. We have successfully conducted feasibility studies on the fields, particularly in Indonesian and now in Papua New Guinea.

Module4: Managing SME Cluster competitiveness and Promoting Export Consortia

This module equips participants with strategies and methods in managing cluster competitiveness.

EXPECTED OUTCOMES

As the result of the training, participants will be able to:

- Increase understanding on the significance of SME clusters development and the need to response to APEC G-15 framework through SME clusters and export network;
- Conduct cluster diagnosis of key products, business development service provisions for SME promotion;
- Formulate SME cluster development plan in developing SME clusters in their respective country;
- Establish effective strategies in managing clusters for integration into the regional and global value chains.

PARTICIPANTS

- ✓ SME entrepreneurs, exporters engaged in regional/international trade;
- ✓ Senior officials of government departments or of public institutions responsible for enterprise and private sector development;
- ✓ Members of SME CENTERS Global, Chamber of Commerce, Department of Foreign Affairs and Trade who must have an active invested interest in cluster development sector to help develop the economy and welfare of its people;
- ✓ Managers and senior staff of SME promotion and development support organizations or business or financial service providers.

METHODOLOGIES

INSTRUCTORS

The training will be delivered by experts in the field of SME Development and APEC G-15 Export Consortia within the Asia Pacific Region.

IN MOVING FORWARD

We will continually provide online support, during the Covid 19, via our website; www.sme-centers.com.

Should you require specialized training needs, please do not hesitate to contact us.

Wishing you all the best, take care and of course trust God who always delivers.

Best Wishes,

The Peng Tjoean,

Founding Member of;
APEC SME-CENTER INDONESIA
SME-CENTERS AUSTRALIA
Chief Executive Offer of Australasia Biometric Consortium
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