IMPLEMENTING APPRENTICESHIP

PROGRAMME

NATIONAL COLLEGE OF TOURISM

2013 TO DATE
## Enrollment in Apprenticeship 2014/2015-2018/2019

<table>
<thead>
<tr>
<th>Year</th>
<th>No. of Graduates</th>
</tr>
</thead>
<tbody>
<tr>
<td>2014/2015</td>
<td>14</td>
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<tr>
<td>2015/2016</td>
<td>17</td>
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<tr>
<td>2016/2017</td>
<td>-</td>
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<tr>
<td>2017/2018</td>
<td>97</td>
</tr>
<tr>
<td>2018/2019</td>
<td>38</td>
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</tbody>
</table>
Partner Hotels and Lodges

- Southern Sun Hotel
- Hyatt Regency
- Holiday Inn
- Kunduchi Beach Resort
- Double Tree by Hilton
- Slipway Hotel
- Mount Meru Hotel
- Kilimanjaro Safari Lodges
- Karatu Lodge
- Serena Hotels and Lodges
- Sopa Lodges
Success

- The program is appreciated by the parent ministry (MNRT) and the MAB
- NACTE recommends other colleges to adopt the Apprenticeship program from NCT.
- The program is able to Produce skilled labor that matches with requirements of the Hospitality labor market.
- Some of the apprentices being employed in one of the best hotels like Johari Rotana, Hyatt, Serena, Southern Sun, Ramada Resort among others.
- Programme Advisory Committee (PAC) have positively recommended it.
- Some of the apprentices secure jobs before finishing their studies.
- The programme is now more embraced by the NCT staff.
Challenges

• Failure to partnering hotel commitment in signing the apprenticeship program contracts.
• Failure to hotel partners in providing apprentices allowances to support apprentices during industrial training.
• Regularly change of hotel managements hinders the progress of the apprenticeship program.
• Most of hotel mentors lack formal training and pedagogical skills. Besides, not all mentors are able to attend the TOT due to the nature and business of the their work.
• Variation in skills offered to Apprentices as a result of variation of the hotels standards
• Language barrier among the apprentices. This affects their training especially at the Front Desk and services
• Drop outs; Not all the enrolled apprentices continue graduate
Expansion and Sustainability

• Developing the apprenticeship program unit.
• Strengthening links with the industry (sign MoU)
• Extending the apprenticeship program to the Tourism Department.
• All programme to offered in apprenticeship model (i.e., Event Management).
• To offer short courses in apprenticeship model.
• Develop curriculum for Diploma level. (Career progression for our graduate)
NCT initiatives to promote Apprenticeship

- Advertisement in TVs, radios and other medias
- Brochures, Newsletter distributed in different meeting to create awareness of the program.
- Outreach programme to secondary schools as potential customers.
- Further NCT in collaboration with CBS-UDSM is organizing an *International Conference on Linking Industry with Academia in Tourism and Hospitality in Developing Countries (LIATH-DC)* (director for ILO is one of Guest Speakers)
- Digital marketing (website, Instagram)

**Note:** At the moment apprenticeship is marketed with other programmes of the college.
Future ILO support proposed

- Fund for tracking the apprentices to ascertain their progress to have a strong alumni unit (Compressive Tracer Study).
- Provide support for strategic partnership other institutions like Mauritius Institute of Training and Development in Mauritius (MITD).
- Financial support for capacity building programmes and trainings (Soft skills, language)
- Support the exchange programs for both tutors (attachment to tutors in other colleges offering apprenticeship programme i.e., SADC)
- Support for marketing activities - aggressive (both digital and tradition marketing)
THANKS FOR SUPPORTING THIS PROGRAMME