

IMPLEMENTING APPRENTICESHIP

**PROGRAMME
NATIONAL COLLEGE OF TOURISM**

2013 TO DATE

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Enrollment in Apprenticeship 2014/2015-2018/2019



Year	No. of Graduates
2014/2015	14
2015/2016	17
2016/2017	-
2017/2018	97
2018/2019	38



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

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