

CARIBBEAN TOURISM HUMAN RESOURCE COUNCIL

CTHRC Work Plan - 2004

GOAL: *To stimulate the environment for the development of a high quality Caribbean tourism workforce through targeted HR activities*
NB. *CTO HR Director has overall responsibility for all programmes

ACTIONS	TIMELINES	*RESPONSIBILITY	OUTPUT	BUDGET (US\$)
1. CARIBBEAN TOURISM HUMAN RESOURCE COUNCIL (CTHRC) <ul style="list-style-type: none"> Tourism Educators Forum 	May 2004	<ul style="list-style-type: none"> CTHRC Coordinator / EU Training Specialist Director of HR 	<ul style="list-style-type: none"> Forum aimed at sharing expertise and stimulating discussion on a wide range of tourism HR issues. 	\$ 6,600 CPEC Project Funds & host country contribution
<ul style="list-style-type: none"> Seeking commitment from the regional CTLS participating institutions Core curricula incorporated into regional institutions 	By Sept. 2004	<ul style="list-style-type: none"> EU Training Specialist OECS/OERU Director of HR 	<ul style="list-style-type: none"> Tourism educators equipped to introduce the core curricula in their institutions Full support of CTLS project by Heads/Lecturers of Institutions 	\$6,700 CPEC Project Funds
<ul style="list-style-type: none"> Technical workshop on web-based learning "Instructional Design Processes for On-Line Learning" 	17 – 21 May 2004	<ul style="list-style-type: none"> Director of HR EU Training Specialist Consultants 	<ul style="list-style-type: none"> Basic training of educators in developing curricula for web-based learning 	\$25,000 CPEC Project Funds
<ul style="list-style-type: none"> Development of a course on Sustainable Tourism via distance learning which is linked to the CTLS Associate Degree Common Core Curriculum Programme 	Nov. 2004 tbc	<ul style="list-style-type: none"> Director of HR EU Training Specialist Consultants 	<ul style="list-style-type: none"> Pilot CTLS course on Sustainable Tourism at Associate Degree level offered via distance learning 	\$50,000 <i>(to be sought from donors and various sponsors)</i>

ACTIONS	TIMELINES	*RESPONSIBILITY	OUTPUT	BUDGET (US\$)
<ul style="list-style-type: none"> Facilitate the development of regional and international articulation agreements between tertiary institutions within and outside the region. 	Ongoing throughout 2004	<ul style="list-style-type: none"> EU Training Specialist Director of HR Participating Institutions Consultants 	<ul style="list-style-type: none"> A common framework developed for the setting up of articulation agreements Articulation agreements signed between several institutions 	<ul style="list-style-type: none"> CPEC Project Funds \$9,400
<ul style="list-style-type: none"> Facilitate research on tourism human resource issues in the region, including labour market studies and training needs 	Start date to be determined after Jan 2004.	<ul style="list-style-type: none"> Director of HR EU Training Specialist OAS Technical Advisor CTO Research Personnel UWI/ILO 	<ul style="list-style-type: none"> Better HR information available for planning and decision making for the sector 	<ul style="list-style-type: none"> EU/ILO/UWI Funding of approximately \$30,000
<ul style="list-style-type: none"> Strengthening of the Tourism Internship Exchange System (TIES) Production and Distribution of the Intern /Mentor Guidelines (manuals) 	Ongoing throughout 2004 April / May 2004	<ul style="list-style-type: none"> TIES Coordinator CTHRC Coordinator/ EU Training Specialist CTHRC Members CTHRC Coordinator/ EU Training Specialist Director of HR 	<ul style="list-style-type: none"> Components of the TIES strategic plan implemented 	<ul style="list-style-type: none"> EU Funding provided to Dominican Republic's PUCMM for implementation In kind support from CTHRC \$10,500 CPEC Project Funds
<ul style="list-style-type: none"> Distribution of Careers in Tourism materials, EduKits, and implementation of a plan regarding the use of the materials Creation of other Tourism Career Awareness products to be included in the Tourism Edu-kits 	Ongoing throughout 2004	<ul style="list-style-type: none"> Director of HR OAS Technical Advisor EU Training Specialist OECS/OERU 	<ul style="list-style-type: none"> Promotional materials distributed Implementation of Plan regarding use of materials 	<ul style="list-style-type: none"> In country institutional support \$23,560 CPEC Project Funds
ACTIONS	TIMELINES	*RESPONSIBILITY	OUTPUT	BUDGET (US\$)

<ul style="list-style-type: none"> • Development of a Quality Assurance System for national/regional hospitality training institutions • Assisting in the establishment of an external assessment board for review of all activities • Assisting national/regional tourism/hospitality training institutions in implementing the Quality assurance framework 	<p>Ongoing</p> <p>Throughout 2004</p>	<ul style="list-style-type: none"> • EU Training Specialist • Consultants 	<ul style="list-style-type: none"> • A framework for evaluating all aspects of operational and programmatic activities in hospitality institutions • Establishment of an External Assessment Body • Quality Indicators and tools • Trained internal and external assessors • Working with institutions to implement different phases of the QA framework 	<ul style="list-style-type: none"> • 5,800 CPEC Project Funds • \$48,372 EU Funding
<ul style="list-style-type: none"> • Implement a regional public relations strategy regarding the Council so that key stakeholders are knowledgeable about its value and outputs • Continue to share information with key stakeholders through the publication of the bi-annual Council newsletter, a one page "Council Updates" bulletin and information posted on the onecaribbean.org website 	<p>Ongoing for 2004</p>	<ul style="list-style-type: none"> • EU Training Specialist • Communications Officer – CTO • Director of HR 	<ul style="list-style-type: none"> • Greater recognition and support for the work of the Council, through dissemination of programme prospectus and regional promotional visits/road show • Better informed public regarding the work and accomplishments of the CTHRC and wider sharing of information 	<ul style="list-style-type: none"> • EU budget where necessary • US\$1,000 OAS Budget
<p>ACTIONS</p>	<p>TIMELINES</p>	<p>*RESPONSIBILITY</p>	<p>OUTPUT</p>	<p>BUDGET (USD)</p>
<ul style="list-style-type: none"> • Delivery of 8 workshops in the various 	<p>Throughout</p>	<ul style="list-style-type: none"> • OAS Technical 	<ul style="list-style-type: none"> • 160 persons across the 	<ul style="list-style-type: none"> • EU/OAS funding

languages of CTO member countries at national, sub-regional and/or regional levels	2004 - special consideration to be given to non-English speaking countries	Advisor • EU Training Specialist • Regional Trainers	region whose skills have been upgraded	US\$33,400 <i>(part funding/support provided by beneficiaries)</i>
• Updating and translating of existing materials	Throughout 2004	• EU Training Specialist • Translators • OAS Technical Advisor	• Updated and translated existing training materials	• EU funding US\$22,300

Notes: (1) The successful execution is dependent on the availability of at least 1 professional persons and 1 full time support staff.

(2) Total budget from donor funding and other sources for HR department's activities **\$432,200**

EU budget:	USD\$ 134,072
OAS budget:	USD\$ 1,000
CIDA/CPEC budget:	USD\$ 87,560
Other sources of funding:	<u>USD\$ 50,000</u>
Total Budget	USD\$ 272,632