



**Good Practice Case Study of Public
Sector Role in Tourism Human
Resources Development: Mauritius**

Similarities

- ❖ Small Island States
- ❖ Narrow economic base
- ❖ Sun, Sea, Sand

Culture

low volume but high end market

Profile of Industry

- ❖ Is a leading economic sector.
- ❖ Directly falls under the office of the Prime Minister.
- ❖ Country ranked in 4th position on the Prioritization index (WEF TTI).

Institutional Framework

- ❖ Public sector involved in training delivery through the Industrial & Vocational Training Board (IVTB).
- ❖ Separate regulatory agency (Mauritius Qualifications Authority).
- ❖ Human Resources Development Council – all sectors represented. Planning & Policy.

National Human Resources Plan

- ❖ Is it necessary??
- ❖ Ensures all sectors are well covered.
- ❖ Five year projections.
- ❖ Defines required skills and competencies.
- ❖ Provides a shortlist of indicative priority fields of study.

Training

- ❖ 32 registered training institutions offering training in tourism and hospitality.
- ❖ 18 certified courses at various levels of qualification.
- ❖ 460 registered trainers in the sector.

Public Sector Led Programs

- ❖ Skills Development Program
- ❖ National Apprenticeship program
- ❖ Levy-Grant Scheme

The Skills Development Program

- ❖ Aim: to break the vicious circle of no experience – no job and no job – no experience.
- ❖ One year work placement for diploma and degree holders.
- ❖ Government & private sector cost share 50/50 the monthly stipends.
- ❖ Considered successful and private sector shown great interest.

National Apprenticeship Scheme

- ❖ Based on German system.
- ❖ Regulations for NAS set up.
- ❖ One to two years.
- ❖ 4 days in an enterprise & 1 day in a training centre for training in theoretical and technological training.
- ❖ Apprentice paid monthly allowance. Employer refunded 50% by government.

Levy – Grant Scheme

- ❖ Training funded jointly by public and private sector.
- ❖ Compulsory training levy 1% of total basic salary and is collected by HRDC.
- ❖ Levy goes to the training budget of IVTB and investment in training infrastructure.
- ❖ Grant is paid to businesses that pay the levy as well as send staff for training at recognised institutions.

Levy – Grant Scheme

- ❖ Grant also refunds 50% of cost of air fare for training abroad.
- ❖ Provides incentive for companies to identify training needs and prepare training plans.

Feedback

- ❖ IVTB as a training provider and MQA as regulator conduct tracer studies of former trainees and employers to evaluate effectiveness of training programs.

Recognition of SMEs

- ❖ Mostly larger businesses were taking advantage of the levy-grant grant.
- ❖ SME participation low.
- ❖ Government undertook study and looked at measures to improve SME participation.
- ❖ Need to design programs targeted at SMEs taking into account financial and human resources restrictions.

Strategic Alliances

- ❖ Signed partnerships with institutions in Switzerland, India, Malaysia, France and Singapore.

Workforce Welfare

- ❖ Tourism Employees Welfare Fund.
- ❖ Compulsory contributions by employers.
- ❖ Managed by specialized fund managers.
- ❖ Employees allowed to draw loans.
- ❖ Difficult to implement where casualisation is high.