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.