

Capacity skills needs assessment, establishment of occupational standards and development of a sector skills strategy and plan for the Ugandan tourism and hospitality sector



The aim was to assess the capacity needs of the tourism and hospitality sector in Uganda, to analyse the existing institutional and human capacity to fulfil these needs and to develop a plan to address any deficiencies. The project specifically focused on the Albertine/Rwenzori and Karamoja regions.

Background

The purpose of Sector Skills Councils (SSC) is to help increase the quantity and quality of workers in the sector, reduce skills gaps and shortages and improve worker and enterprise productivity. They are responsible for providing labour market information and analysis to assist with long term business planning, establishing occupational standards and ensuring training programmes remain up to date with the requirements of the labour market.

People 1st International worked with the Uganda Tourism and Hospitality Sector Skills Council (T&HSSC) to support their objective; to design, development and implement 'fit for purpose' curriculum and qualifications and to ensure a sustainable SSC model.

This assignment supports the T&HSSC to achieve their goals namely:

- to improve the match between demand and supply of the labour market,
- to improve productivity, business and sector performance,
- to increase opportunities to boost the skills and productivity of everyone in the sector's workforce,
- to improve learning supply through National Occupational Standards, industrial training and apprenticeships and
- to establish a sustainable SSC model.

Our Solutions

To meet the specific objectives of the T&HSSC People 1st International proposed a 3

Phase 1: Capacity needs assessment

Complete a capacity needs assessment to measure the existing skills and competencies in the tourism and hospitality sector (essentially sector analysis and skills supply and demand) and the existing provision for both formal and non-formal TVET.

Phase 2: Identification and adaption of occupational standards

Identify, adapt and recommend appropriate occupational standards for three key occupations in the sector and assess the efficiency and effectiveness of tourism and hospitality training institutes.

Phase 3: Capacity Development Plan

Design a capacity development strategy and plan which addresses the issues identified in phases one and two using the occupational standards identified in the primary building blocks. To ensure sustainability People 1st International:

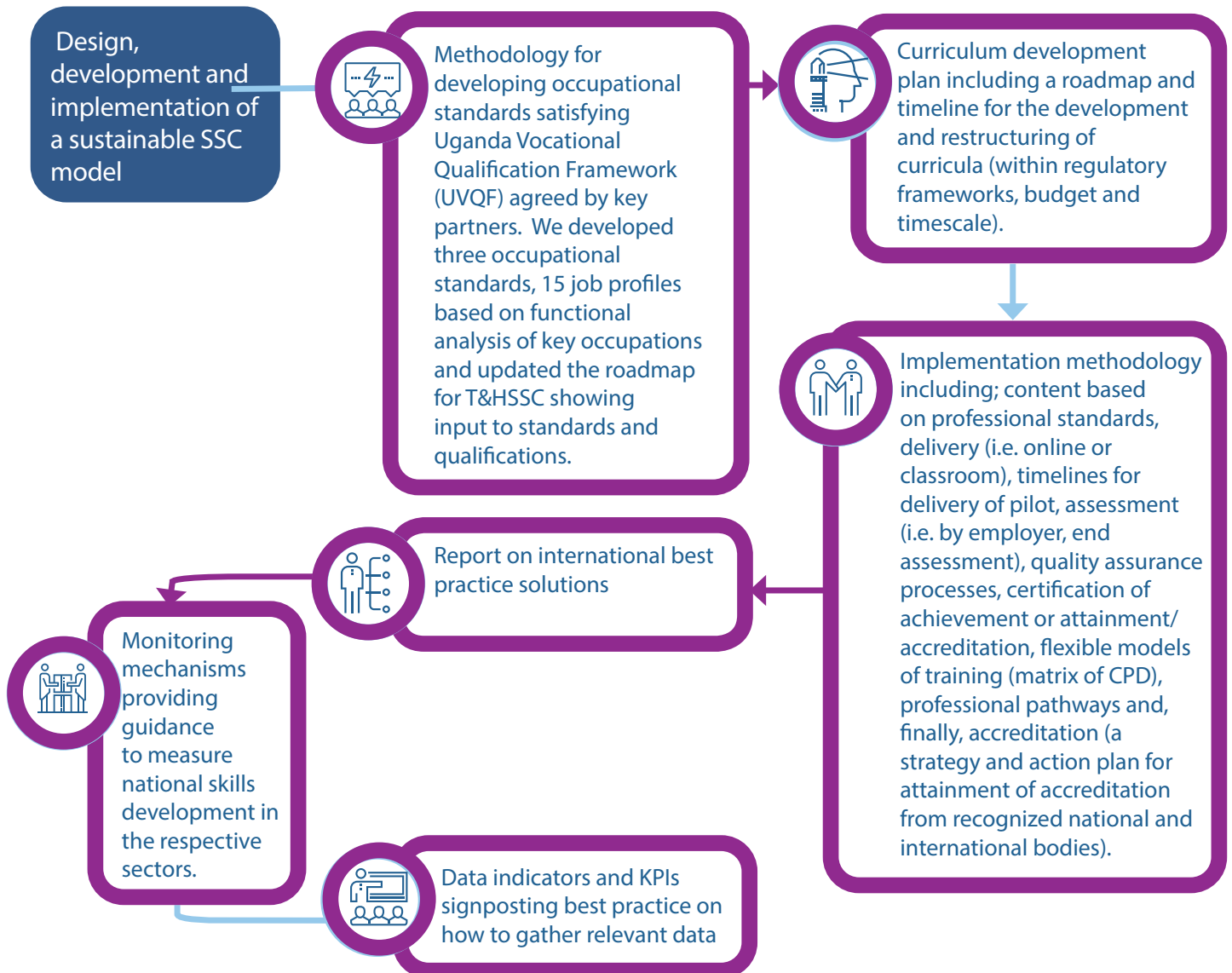
- generated and analysed information on the sectoral labour market to identify skills solutions to inform strategic intervention,
- evaluated training supply and identified capacity building within formal and non-formal learning for sustainable outcomes,
- developed and proposed demand driven interventions to address skills shortages,
- established and implemented standards and certification that supports professional pathways and
- promoted collaborative stakeholder linkages through social dialogue to support professional development in the sector.

Uganda

“After a few years, the Ugandan government realised that skills development in the tourism sector should be a priority as it brings a lot of income to Uganda and has the potential to create many jobs. This is a very important step in building sustainability for the future in the tourism sector in Uganda.”

Hebert Byaruhanga,
Chairman of the Tourism
Sector Skills Council in

Outcomes



About People 1st International



People 1st International is an industry-led skills expert.

We support businesses in the UK and internationally to build, develop and retain skilled workforces.

We're a trusted partner to employers, industry bodies, skills organisations, donor funders, NGOs investment banks and governments, with over 50 years' experience in skills development and technical vocational education and training.

Our practical, employer-led solutions are created in response to industry needs, using our unparalleled insight into the current and future skills priorities. We're passionate about transforming skills and our experts work collaboratively with industry, governments and stakeholders to provide tailored support and facilitate responsive solutions to workforce challenges.

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