



International Labour Organization



Schweizerische Eidgenossenschaft
Confédération suisse
Confederazione Svizzera
Confederaziun svizra

Swiss Confederation

Federal Department of Economic Affairs FDEA
State Secretariat for Economic Affairs SECO



Norad



...in the Tourism Sector gathers pace

SOUTH AFRICA



SABPP™
SA BOARD FOR
PEOPLE PRACTICES
Setting HR standards



Four out of five SCORE Training Modules have recently been accredited by the South African Board for People Practices (SABPP) at NQF (National Qualification Framework) level 5 (for managers) and level 4 (for employees). The accreditation of SCORE Modules is a major milestone towards achieving sustainability as a factor influencing training demand and funding potential. In future, participants completing the classroom training and implementation stages of the SCORE Programme will be able to apply for credits and participating enterprises will be able to claim funds to support the training costs from a government administered training fund.



SCORE, in collaboration with the ILO's Sustainable Enterprise Development Facility (SEDF – funded by Flanders), the uMhlathuze Municipality in Richards Bay and the Department of Economic Development, Tourism and Environmental Affairs of KwaZulu Natal, launched the Responsible Tourism Challenge in June 2015. The Responsible Tourism Challenge is a business plan competition aimed at stimulating job creation through innovation while complying with Responsible Tourism Standard. As part of the Challenge, a limited number of enterprises will be invited to join SCORE Training and offered support in preparing an application for the Challenge competition: compete for a Challenge prize by coming up with a proposal for a new sustainable tourism business idea. The Challenge will run to 12 October 2015.



UMHLATHUZE
Community Tourism Organisation

In June 2015, a SCORE Training of Trainers course was held, bringing SCORE to a new cluster of Ezemvelo KZN Wildlife: Zululand Cluster. Five lodge managers and three members of the uMhlathuze Community Tourism Organization were trained and gained direct experience of training four tourism enterprises from the cluster. At the same time, three SCORE Trainers, all managers from Kruger National Park, are continuing to provide support to SCORE Enterprises at four camps in the Kruger National Park.

Upcoming activities:

1. TOT in Free State on 22-23 September
2. TOT in Eastern Cape on 28 September-02 October
3. Finalisation of an updated version of Module 3, fully adapted for Tourism sector in South Africa, will be completed by the end of September 2015, prior to applying for accreditation.



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KENYA



Following the successful pilot SCORE Training in 2013/14, it is good to see that the programme is now being independently promoted in various ways by both pilot trainers and partners. In the immediate future (23-27 September), a number of celebratory events, including a cultural festival, will be organised by the Tourism department in connection with World Tourism Day. As part of this, the SCORE programme will be presented in a tourism forum to be held in Meru. The presentation will be delivered by the Ministry of Tourism.

Upcoming activities:

Demand for SCORE in Kenya is increasing, with more and more tourism enterprises confirming attendance at planned SCORE Trainings. The next trainings in Kenya are scheduled as follows:

Training of Enterprises

- 15-16 September 2015 Module 1 for 3 enterprises of the Kenya Safari Lodges chain (Mombasa Beach Hotel, Voi Safari Lodge and Ngulia lodge based on the Coast, in Tsavo East and West respectively. 40 participants confirmed.
- 5-6 September 2015 Module 2 at Diani Sea Resort. 20 participants confirmed
- 21-22 September 2015 TOE Module 2 Amboseli Oltukai Lodge

Training of Trainers

- 4-6 September 2015 Module 2 Mombasa Beach hotel
- 31 August-2 September 2015 Module 1 for constituents and independent consultants
- 19-20 September 2015 Module 2 Amboseli

INDONESIA



***Needs Assessment Activity at Swiss Contact
Wisata Office, Flores, Indonesia***

In May 2015, the ILO SCORE team in Jakarta and representatives from BEDO Bali (one of the SCORE Training providers) were pleased to provide technical support to Swiss Contact in assessing the training needs of tourism enterprises in Labuan Bajo, West Nusa Tenggara. Industry informants included representatives from La Prima Hotel, Jayakarta Hotel, Luwansa hotel, Puri Sari hotel, Hotel Sylvia, Eco Lodge.

In accordance with report findings and recommendations, Swiss Contact and BEDO Bali are now in the process of developing the new Swiss Contact training module, using SCORE best practices and training content as the reference for materials adapted to the needs in the local hotel sector.

