Statement by:

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on the occasion of the:

LAUNCH OF CERTIFIED APPRENTICESHIP PROGRAMME IN THE HOTELS

Dar es Salaam, Tanzania

05 September 2014
Guest of Honour, Madam Maimuna Tarishi, Permanent Secretary, Ministry of Natural Resources and Tourism

Dr. Aggrey Mlimuka, Executive Director of the Association of Tanzania Employers

Mr. Nicholaus Mgaya, Secretary General of the Trade Union Congress of Tanzania

Senior Government Officials present

Development partners

Chief Executive Director TCT

Apprentices

Ladies and Gentlemen

It gives me great pleasure to be part of today’s activity, launch of the certified apprenticeship programme in the hotel industry in Tanzania—an important milestone for skills development in the industry. The launch of a formal apprenticeship programme, at higher qualification levels, is something unique, especially to a developing country like Tanzania. I congratulate all who have made this possible.

My colleagues and I in the ILO appreciate being part of this initiative that positively changes people’s lives and contributes to Tanzania development goals. My starting points today are the trainees themselves. We asked them to tell us where they were coming from and what they think of the programme, One wrote: “The programme removed me from risk group in the streets and changed my ideals from to be a thief and now I use most of my time to think on developments in my life”. One of our young girls here wrote-- “Before apprenticeship Programme, I was thinking about marriage but now I think about being independent and not dependent. The programme has changed my future and my family condition.”

Ladies and gentlemen,

There are many young men and women in Tanzania who might be saying the same thing today. Each one of us has the ability to help change these views to more positive development outcomes as demonstrated by this initiative.

I take this opportunity to thank you Madam Permanent Secretary and your Ministry for providing guidance on the initiative, your full support and recognition of this initiative as highlighted in your Ministry’s budget speech in July 2014. Your guidance and support to the initiate, which started couple of years back with a small group of Hotel managers, discussing options to improve employment opportunities for young Tanzanians, and ensuring that the workforce responds to the needs of the market, is now becoming a reality. It is from the intense discussion with the employers in the sector, TCT and the National Tourism College that led us to this path, leading

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1 The programme was included in the Minister’s budget speech for 2014 page 11 paragraph 33. The statement reads,...Either NCT in collaboration with TCT,HAT and ILO have started apprenticeship training programme to 20 apprentices.
to the launch of the apprenticeship programme today. Our presence here demonstrates our commitment to addressing the skills gap in the sector.

Ladies and Gentlemen,

The Association of Tanzania Employers always reminds us that soft skills constitute almost 70\(^2\) percent of what employers look for in an employee. The Tanzania Industrial Competitive Survey Report 2013, states that relevant work related experience followed with positive attitude towards work were rated as the most important factors for recruiting a graduate by three quarters of the companies interviewed\(^3\).

Is this the case with the apprenticeship initiative so far? Sila wrote: *This programme gives me confidence to stand in front of people.* Pascal wrote: *wherever you get any opportunity, work hard, accept challenges and difficulties, enjoy your success, improvement, go far to achieve your goals.* Caroline wrote: *The place is a mixture of fun and work since as a trainee we are free to explore every detail of our own ability without boundaries*

They are not there yet, but one gets a feeling from talking to them that we are in the right direction in having the right soft skills set amongst these young people.

Madam Permanent Secretary,

Apprenticeships are very good training options that provide trainees with relevant technical skills relevant to one’s occupations. A combination of which improves employability of graduates, productivity of enterprises and promotion of lifelong learning.

What is the story so far as regards technical skills: One, communication as a skill in the sector--, and Adam agrees, he wrote: *The programme enables me to communicate with foreigners like those from Europe, Asia and so on. I got new ideas from the programme and I try to use them to change my life.* Two, Benjamin tells us that – *he got an opportunity to pass and acquire knowledge on different departments in a hotel such as restaurant, kitchen, laundry service, housekeeping, reception, porter.. he continues to say.. for sure I have got enough skills to build my career in the hospitality industry.* Florina wrote:--*Through this programme, I am able to work in every department of the hotel and I have got enough skills..*

I am aware that some of the hotel managers, who are here today, were trained through a similar system in their respective countries; this is why many of you have supported this programme since day one. You share our belief that apprenticeships help young people overcome the work-inexperience trap that blocks their transition from training/Education to employment; thus reduce youth unemployment and poverty when combined with national efforts to spur job growths.

\(^2\) Source : preliminary findings on the recently study on National Skills development study, commissioned by PoPC, as shared by Nicholas Mbwaji during the Employment Forum December 2013

\(^3\) Source :Tanzania Industrial Competitive Survey report 2013 pp 73
The trainees are so far positive about your support, Salma notes that “In my hotel.. there are trainings that we also attend.. on work values that every staff should practice. They will help me...”

At ILO, ladies and gentlemen, we also share belief that a robust training and skills strategies and policies are constructed from a number of buildings blocks one of which is the Participation of social partners. The world of learning and the world of work are separate. One imparts learning; the other produces goods and services. But neither can thrive without the other. The art of successful skills policies is to construct sound bridges that connect the two worlds to serve both. A strong partnership between government, employers and workers is an essential feature of an effective and enduring bond between the world of learning and the world of work. This involves the participation of employers and workers representatives in the design, implementation and evaluation of skills strategies. In other words, quality apprenticeships are based on robust social dialogue and public –private partnerships.

The critical role of employers in skills development cannot be overemphasized in an apprenticeship programme like the one we are launching here today. Young people entering the labour market acquire both technical skills and insights into the world of work through formal apprenticeship, internships and other forms of workplace experience. Employers can do this through providing training, matching education and training to the needs of the labour market, encouraging and supporting lifelong learning.

In addition, agreements between employers and workers are also important means by which workplace learning to ensure increased skills lead to higher productivity benefiting both employers and workers. All of these are possible through social dialogue

Madam Permanent Secretary

The government’s critical role is to facilitate the smooth establishment and existence of quality apprenticeship programmes through proper and balanced legislations and policy guidelines; quality assurances that ensure apprentices get transferable skills alongside industry specific skills. In addition, the government support through making resources available to cost share with the industry on the training and support institutional establishment through coordination, monitoring and quality assurance., We also call on the government to ensure that appropriate incentives exist to keep all parties involved in the programme. The is need to address some of the cultural challenges young people face in working in this sector,

Abeid tells us that…”To be honest from the start I was thinking that taking this opportunity may somehow lead me to the darkest way because of our society thinking about when a person to study something about hotels.. but after I joined and started my career.. I begun to understand that they are the ones in darkness and I am in the right place.”

Our experience elsewhere has shown that countries with good apprenticeship observe low youth unemployment rates even during the period of the economic crisis. However, we know that skills alone cannot create jobs, skills programmes have to be implemented alongside national efforts to spur job growths through inclusive economic growth strategies.
Other than employability aspects of graduate apprentices, apprenticeships, especially regulated apprenticeships, are beneficial to the society in that they help match the supply of skills with employers' demands much better than the fulltime school based vocational education system.

As good as the apprenticeship programme is, it has some challenging aspects as well, most of which will be mentioned by the implementing partners as they share their experience. Two most common challenges are balancing the busy industry work schedule with training and risk of turning apprentices into cheap labour. However, this is actually an opportunity rather than an obstacle because, this is where both the college and the enterprises come together, share experience and capacitate each other and thus the concept of bridging the gap between trainers and employers apply. The risk of turning apprenticeship into cheap labourers with little skills being imparted can be avoided if all parties involved agree to work within established laws governing Labour, employment and apprenticeship contracts. But of paramount is the willingness of the implementing partners to agree under the MoU that will be signed today to work together for the good of Tanzanian youth. It is what we do together and how we do it that will keep the programme running.

**Ladies and gentlemen** I congratulate you and all those who made the efforts to make this a reality and I wish you all the best noting well that the UN in general and the ILO in particular, through the UNDAP, will continue to be a partner in this and other skills development initiatives in the country.

Ahsanteni kwa kunisikiliza