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Poverty Reduction through Tourism Training Program



MODULE 2

HUMAN RESOURCES, DECENT WORK AND SOCIAL DIALOGUE



Module 2

Learning Objectives

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1. outline and analyze the employment patterns and working conditions in tourism from the perspective of the Decent Work Agenda and the Millennium Development Goals (MDGs)
2. recognize key elements and formulate proposals in the area of human resource development, with particular attention to vocational training
3. identify key legal international instruments that promote and protect human rights, decent work, ethical conducts and social dialogue in the sector
4. formulate concepts and practice to encourage social dialogue at different levels

Module 2 Overview

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Unit 1: Tourism and employment

Unit 2: Tourism and decent work

Unit 3: Human resources

Unit 4: Legal frameworks

Unit 5: Social dialogue

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Module 2 Unit 1

Tourism and Employment

Characteristics of Employment in Tourism

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- Labor intensive
- Unskilled and semi-skilled labor
- Cross disciplinary work
- Peaks and troughs, long working hours
- Job creation
- Youth, women and migrant labor
- Direct and indirect workers, formal and informal economy
- Part-time, full-time, self-employed, temporary, casual, seasonal workers

Working Conditions

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- Vulnerable segments – youth, women and migrant labor
- Illegal working conditions, abuse and exploitation
- Inequities
- Lack of worker protection

Occupational Safety and Health Issues

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OSH aims for:

- the promotion and maintenance of the highest degree of physical, mental and social well-being of workers in all occupations
- the prevention among workers of adverse effects on health caused by their working conditions
- the protection of workers in their employment from risks resulting from factors adverse to health
- the placing and maintenance of workers in an occupational environment adapted to their physical and mental needs

Exercise 1 – Working Conditions

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In groups, analyze the working conditions of different particular vulnerable groups in the tourism sector. Beyond country/region/community particularities, focus on shared characteristics and trends. Next, identify measures that could improve working conditions for members of these groups.

EXISTING WORKING ONDITIONS			
Women	Migrants	Youth	Other vulnerable groups (identify)
PROPOSED MEASURES TO IMPROVE EXISTING WORKING CONDITIONS			
Women	Migrants	Youth	Other vulnerable groups (identify)

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Module 2 Unit 2

Tourism and Decent Work

Decent Work

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Decent work means work that is **productive**, that delivers a **fair income, workplace security** and **social protection for families, better prospects for personal development** and **social integration, freedom** for people to express their concerns, organize and **participate in the decisions** that affect their lives and equality of opportunity and treatment for all women and men.

Decent Work

A four pillar approach

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Decent work means that the workers have a voice and are protected by fundamental rights at work, that employment creates sustainable income opportunities and career perspectives, and finally minimum standards on social protection and social security can be ensured.

Decent and productive work

1.
Standards
and rights at
work.

2.
Employment
promotion
and
enterprise
development

3.
Social
Protection

4.
Social
Dialogue

Decent Work Indicators

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- Employment opportunities
- Adequate earnings and productive work
- Decent hours
- Combining work, family and personal life
- Work that should be abolished
- Stability and security at work
- Equal opportunity and treatment in employment
- Safe work environment
- Social security
- Social dialogue, workers' and employers' representation
- Economic and social context of decent work

Pro-Poor Tourism Measures

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Pro-poor tourism measures within the decent work-MDG matrix

Pillar	Rights	Employment	Social protection	Dialogue
Goal				
Reduce poverty and hunger	Help expand tourism work that incorporates rights. Favour suppliers that respect rights	Expand quality jobs and opportunities in tourism and supply chains	Provide jobs that have social protection, support government social protection	Consult with employers, unions and communities related to tourism on poverty reduction
Universal primary education	Encourage staff to allow children to go to school	Deny child labour in the tourism industry and supply chains	Promote parental leave, family-friendly work flexibility for staff	Consult with schools in community
Gender equality	Implement gender in tourism industry	Provide equal job equality opportunities for women	Provide maternity protection in the industry	Consult employers, unions, community, government
Child health	Support children health and immunization programmes in community	Eliminate child labour in tourism industry	Provide leave to care for sick children	Consult employers, unions, community, government
Maternal health	Support maternity rights work in industry	Provide or support health at facilities at work	Implement national and international standards on maternity protection	Consult employers, unions in industry, government, community
Reduce HIV, malaria, TB and other disease	Ensure non-discrimination for people with HIV in tourism jobs	Set up workplace information and prevention programs	Support health programs facilities in community	Consult employers, and unions in industry, government, community
Environmental sustainability	Promote rights to sustainable environment communities, tourists and staff	Use local labour to protect and maintain for environment	Ensure sustainable practices in location and consumption	Consult employers, unions, government, community
Build development partnership	Work with development organizations to improve rights in the industry	Work with development organizations on pro-poor job creation	Work with development organizations on industry social protection that the poor	Consult employers, unions, community, development benefits organizations

Exercise 2 – Tourism Situation Diagnoses

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Step 1: In groups of 3-4, review the pro-poor tourism matrix and establish a diagnosis for your community

Step 2: identify the main areas that need improvement and propose concrete measures

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Module 2 Unit 3

Human Resources

Human Resources Development

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- develop comprehensive HRD strategies
- include much better vocational training in those strategies
- involve the social partners in them
- address issues associated with the international mobility of workers

Vocational Training

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Vocational training, including apprenticeships, prepares trainees for jobs or careers at various levels. It mainly involves teaching procedural knowledge.

- It should be relevant to real work and industry demands into the future
- Could include cultural and basic language training
- Should be based on structured labor– management relations
- It has to be linked to the improvement of working and living conditions in order to build motivation

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Module 1 Unit 4 Legal Framework

Legal Frameworks

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- Conventions and recommendations
- 8 fundamental conventions
- The World Tourism Organization Code of Ethics

8 Fundamental Conventions

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1. Freedom of Association and Protection of the Right to Organize Convention, 1948 (No. 87)
2. Right to Organize and Collective Bargaining Convention, 1949 (No. 98)
3. Forced Labour Convention, 1930 (No. 29)
4. Abolition of Forced Labour Convention, 1957 (No. 105)
5. Minimum Age Convention, 1973 (No. 138)
6. Worst Forms of Child Labour Convention, 1999 (No. 182)
7. Equal Remuneration Convention, 1951 (No. 100)
8. Discrimination (Employment and Occupation) Convention, 1958 (No. 111)

WTO Code of Ethics

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ARTICLES OF THE UNWTO CODE OF ETHICS

1. Tourism's contribution to mutual understanding and respect between peoples and societies
2. Tourism as a vehicle for individual and collective fulfillment
3. Tourism, a factor of sustainable development
4. Tourism, a user of the cultural heritage of mankind and contributor to its enhancement.
5. Tourism, a beneficial activity for host countries and communities.
6. Obligations of stakeholders in tourism development.
7. Right to tourism
8. Liberty of tourist movements
9. Rights of the workers and entrepreneurs in the tourism industry

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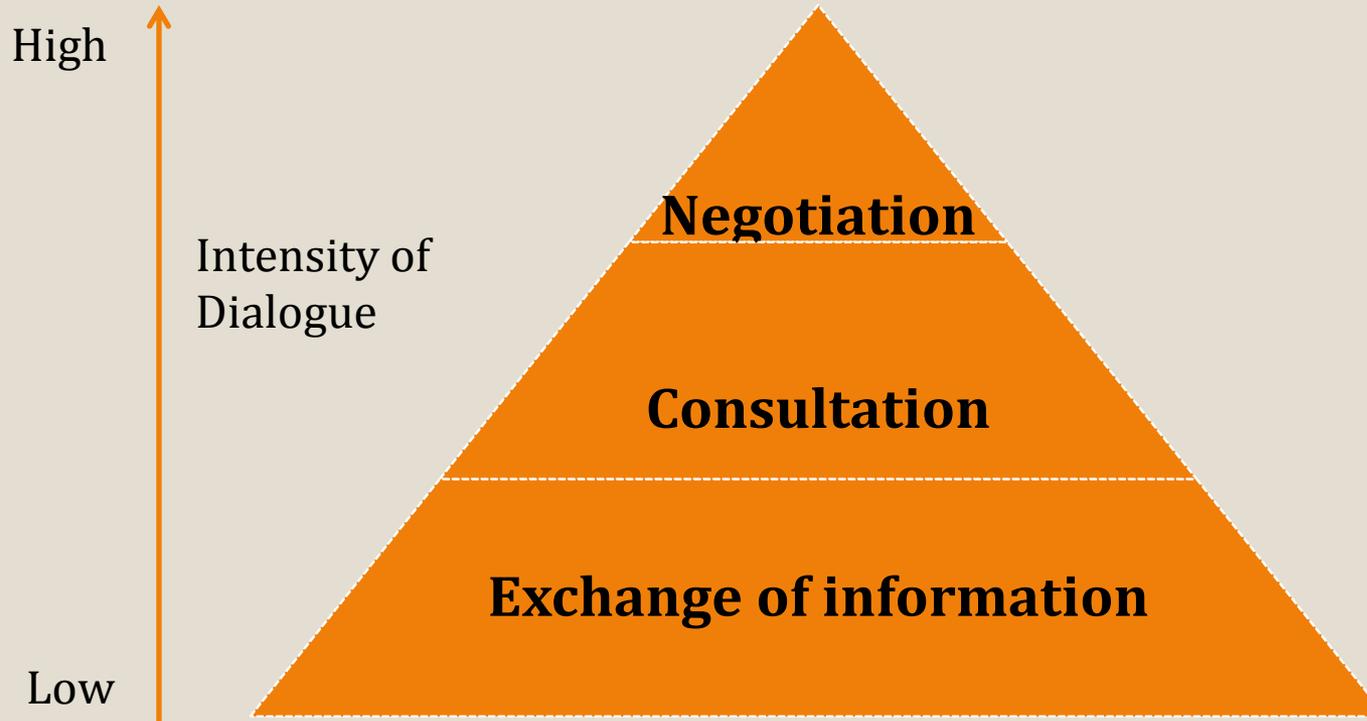
Module 2 Unit 5

Social Dialogue

Social Dialogue

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Social dialogue includes all types of negotiation, consultation and exchange of information between governments, employers and workers on issues of common interest.



Strategic Importance and Benefits of Social Dialogue

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- to ensure decent and productive working conditions of freedom, equality, security and human dignity
- can resolve important economic and social issues
- encourage good governance
- advance social and industrial peace and stability
- boost economic progress

Conditions for Social Dialogue

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- strong, independent workers' and employers' organizations with the technical capacity and access to relevant information
- political will and commitment to engage in social dialogue on the part of all the parties
- respect for the fundamental rights of freedom of association and collective bargaining
- appropriate institutional support

Examples of what can be achieved through Social Dialogue

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LATIN AMERICA: AGREEMENTS REACHED THROUGH SOCIAL DIALOGUE⁸

Country	Year	Entity	Agreement
Argentina	2008	Ministry of Labour, Employment and Social Security; Argentina (UIA) and the General Confederation (CGT)	Memorandum of Understanding for the Industrial Union of Implementation of the 2008-2011 Decent Work Labour Programme for Argentina
Barbados	2007	Government, Barbados Employers Confederation and Congress of Trade Unions and Staff Associations of Barbados	Protocol Five of the Social Partnership
Belize	2006	Ministry of Labour, Belize Chamber of Commerce National Trade Union Congress of Belize, National AIDS Commission and key Non- Governmental Organisations	Belize Policy on HIV/AIDS and the World of Work and Industry,
Brazil	2006	Tripartite Commission on International Relations (CTRI)	National Decent Work Agenda received tripartite approval from the CTRI
Chile	2003	Government, Central Workers' Union (CUT) and Confederation of Production and Trade (CPC)	Tripartite Decent Work Agreement to implement the National Decent Work Programme
Dominican Republic	2007	National Labour Secretariat, Confederation of Employers of the Dominican Republic and labour	Tripartite Agreement for the National Decent Work Programme of the Dominican Republic unions
Ecuador	2005	National Labour Council Ecuador	Tripartite Agreement for Social Dialogue and Consensus
El Salvador	2007	Ministry of Labour and Social Protection, NATIONAL Association of Private Enterprise (ANEP) and worker	Tripartite Agreement to Adopt the National Decent Work Programme of El Salvador organizations
Guatemala	2008	Tripartite Commission on International Labour Affairs Tripartite	Tripartite agreement for the development of projects for reforms or guidelines to improve the application of ILO Conventions 87 and 98

A Summary

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- What is decent work?
- HR's involvement
- Role of vocational training
- International labor standards
- The importance of social dialogue

For More Information



<http://www.ilo.org/public/english/dialogue/sector/sectors/tourism.htm>

or

www.ilo.org/sector



Thank you !!

