



**HEFP**

HAUTE ÉCOLE FÉDÉRALE  
EN FORMATION  
PROFESSIONNELLE

*L'excellence suisse  
en formation professionnelle*

# TOURISME ET DEVELOPPEMENT DURABLE – PERSPECTIVES INTERNATIONALES DE L'UNEVOC

Erik Swars

Montreux, 8 novembre 2023



## Africa

## International



<p><b>Billy Wadongo</b> Head of Research Innovation and Business Boma International Hospitality College</p> <p><b>Mary Mutungi</b> Assistant Professor, United States International University &amp; Member International Federation for IT in Travel and Tourism-Africa</p>	<p><b>Edith Alusa</b> CEO Eco-tourism Kenya</p> <p><b>Iris Neumann</b> Managing Director Kambaku Hospitality College</p>	<p><b>Lynda Kasina</b> Principal Kibonden College</p> <p><b>Momodou Singhateh</b> Principal Gambia Tourism and Hospitality Institute</p>	<p><b>Naledi Khabo</b> CEO Africa Tourism Association</p> <p><b>Sana Darmoul</b> Director General Centre National de Formation de Formateurs et d'Ingénierie de Formation</p>	<p><b>Julie Dabaly Scott</b> International Council President SKAL International</p> <p><b>Dato J. Palaniappan</b> Chairman ASEAN Future Workforce Council</p>
<p><b>Enrique Blanco</b> Projects &amp; Communications Manager Ecole d'Hôtellerie et de Tourisme Paul Dubrue</p> <p><b>Jitka Markova</b> Independent Consultant Ecole d'Hôtellerie et de Tourisme Paul Dubrue</p>	<p><b>Benjamin Cassim</b> Senior Lecturer, Hospitality &amp; Tourism Management Temasek Polytechnic</p> <p><b>El Cid H. Castillo</b> Executive Director, Qualification and Standards Office Technical Education and Skills Development Authority</p>	<p><b>John Hart</b> Chairman Tourism Training Australia</p> <p><b>Lilibeth Aragon</b> Secretary Tourism Industry Board Foundation Inc.</p>	<p><b>Lorraine Zhang</b> Lecturer, Program of Hospitality Management and Digital Operation Shenzhen Polytechnic University</p> <p><b>Alix Watson</b> Director of Operations Southeast Asia Institut Européen de Coopération et Développement</p>	<p><b>Susanne M. Nielsen</b> Green Skills Expert and Country Liaison for Ukraine European Training Foundation</p>
<p><b>Erik Swars</b> Head of International Relations Swiss Federal University for Vocational Education and Training</p> <p><b>Franziska Wettstein</b> Project Manager Swiss Federal University for Vocational Education and Training</p>	<p><b>Anita Milolaza</b> Research Associate Federal Institute for Vocational Education and Training</p> <p><b>Glen Farrugia</b> Chief Academic Officer Institute of Tourism Studies</p>	<p><b>Jens-Henning Peters</b> Head of Vocational Education and Training EHL</p> <p><b>Klaus Ehrlich</b> General Secretary Ruraltour-European Federation of Rural Tourism</p>	<p><b>Mika Heino</b> Expert, International Affairs Omnia</p> <p><b>Rino Vitelli</b> Head of EU Projects &amp; Partnerships Federturismo Confindustria</p>	<p><b>Theodor Grassos</b> Director of Internationalization AKMI Education Group</p>

## Europe

Taking stock of current debates around new skills in the hospitality and tourism sector within the three regions

Identifying innovative TVET practices from the hospitality and tourism sector in each region

Developing a publication featuring practical recommendations for TVET stakeholders in the hospitality and tourism sector



# Trends



## Sustainability



- Circular economy
- Energy efficiency, renewable energy, efficient use of resources
- Reduction of food waste, single use plastics etc.
- Sustainability Certifications
- Smart mobility, Carbon-neutral tourism and hospitality buildings



## TVET



- Education for Sustainable Development
- Greening of TVET Institutions, Eco Campus
- Green Mindset
- Transversal skills, 20<sup>th</sup> Century skills



# Trends - > competencies

In the different sub-sectors (visitor attractions, accommodation, food and beverage, tour operators and travel agents & destination management) the trends lead to new and adapted:

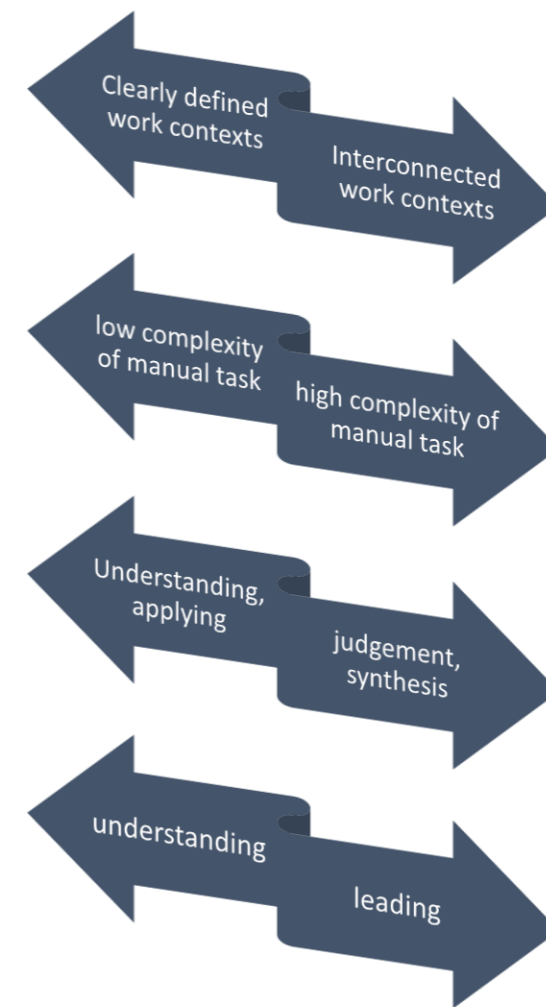
- Processes
- Materials
- Offers
- Tools



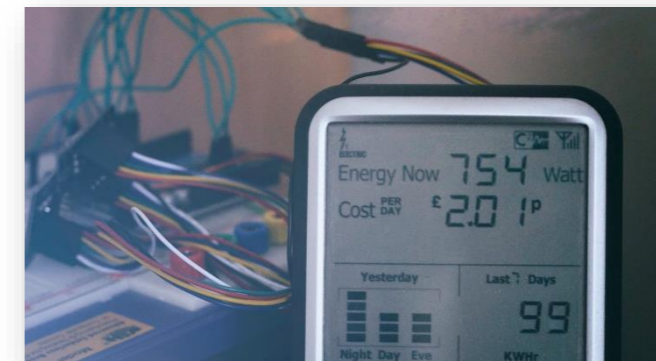
Those require new job-specific competencies regarding:

- Decision making
- Implementation
- Application / use
- Upkeep
- Support

...as well as a number of transversal skills....



ISCED Level 3   ISCED Level 4   ISCED Level 5   ISCED Level 6   ISCED Level 7   ISCED Level 8



# New competencies

“**Three I’s Process**”, new green (and digital) competencies in the hospitality and tourism sector need to be:

- I. Identified**
- II. Integrated into curricula and training regulations**
- III. and effectively implemented into adequate learning environments**



# Identification

## Scottish Tourism and Hospitality Skills Group



\*\*

Europe

The industry-led THSG is the focal point for the industry to identify and address skill capacity issues faced by the sector. It works with partners and stakeholders to influence skills solutions that are appropriate to supporting industry growth in respect of the Scotland Outlook – 2030 Strategy.



**SCOTTISH  
TOURISM  
ALLIANCE**

Your voice in tourism matters

<https://scottishtourismalliance.co.uk/the-tourism-and-hospitality-skills-group>



# Integration



\*\*

Europe

The BIBB has formulated nationwide minimum standards for all their regulated IVET programs. They specify competencies to be developed across professions, including those in the hospitality and tourism sector. Green and digital competencies (“Digitised Working World” and “Environment and Sustainability”) have been added to the minimum standards in 2021.



\*\*

Asia-Pacific

TESDA has elaborated “Green Training Regulations” for nationwide application. Training Regulations are packages of qualifications, competency standards, training standards, assessment and certification arrangements. They serve as the basis for the development of the curricula, registration and delivery of training programs.




# Implementation

## Training of teachers and trainers

**40**  
\*\*

Asia-Pacific

In Australia, the Council of Hotel and Restaurant Trainers CHART offers upskilling webinars for its members, such as “How AI Will Change Training, for Better or for Worse”, “Game-Based Learning vs. Gamification” or “The Digital Revolution in Restaurant Training & Operations”.



<https://www.chart.org/trainer-development-and-events/webinars>

## Exposure to industry / workplace learning

**40**  
\*\*

Europe

Also in Switzerland, Lab Hotel in Thun where students can try new sustainable practices or the EHL Swiss School of Tourism & Hospitality in Passugg has a training restaurant where students can enhance their competencies in digitally enhanced culinary experiences



## Upskilling / Short courses

**40**  
\*\*

Asia-Pacific

For example, Tourism Training Australia has developed various short online courses that help develop very specific competencies. Learners receive a digital badge upon completion and can thus acquire micro credentials that stack together to meet the requirements for units of competency in the national training framework and get formal recognition.<sup>1</sup>



<https://www.tourismtraining.com.au/micro-credentials>

## Certificates

**40**  
\*\*\*

Europe

Friendly Travel diploma of Inst. of Tourism Studies in Malta.  
EHL: Sustainable Management Major  
The University of Applied Sciences Grisons, Switzerland, offers a Master’s degree in “Tourism and Change”





Merci beaucoup



Further information : [Expert Group \(unesco.org\)](https://unesco.org)

[erik.swars@hefp.swiss](mailto:erik.swars@hefp.swiss)

