EMPOWERING MAURITIUS TOWARDS A GREEN DESTINATION STATUS

Presentation by
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MAURITIUS INSTITUTE OF TRAINING & DEVELOPMENT

FUNCTIONS

- To develop and conduct vocational education and training programmes and courses.
- To provide research and training activities in TVET.
- To provide consultancy services in TVET.
- To set up training centres for TVET.
- To review and develop curricula in TVET based on the National Qualifications framework.
MITD TRAINING CENTRES

19 training centres including one in Rodrigues
Ecole Hôtelière Sir Gaetan Duval (EHSGD)

Our Vision
To be the leading Training institution in the Tourism Industry

Our Mission
To continuously provide innovative and quality training for the Tourism Industry
ECOLE HOTELIERE SIR GAETAN DUVAL

• Main public training provider in Tourism and Hospitality trades in Mauritius since the last 50 years.
• Technical and vocational courses from Certificate (level 2) to Higher National Diploma (level 6) through Full time, Part time and Apprenticeship modes
• Conducts the National Apprenticeship Programme (NAP) in the Hospitality industry. Partnership with 114 hotels and 40 hospitality related businesses.
• Pre covid enrolment of more than 1400 trainees yearly/ current year only 900.
• 65 full time staff members out of which 38 training officers
• USD 2.5 million annual budget
ACTIONS TAKEN BY SCHOOL TO REDUCE CARBON FOOT PRINT

1. Measures taken at school level
   • Installation of photovoltaic panels to generate 12 Kw in 2010; about 10% of electricity consumption
   • Replacement of neon tubes with led lighting to reduce electricity consumption
   • Recycling of plastic water bottles in school training restaurant
   • Separate bins for paper recycling
   • As far as possible, use of local vegetables and fruits, fish, poultry instead of imported vegetables, fruits and meat in Food production practical classes.
   • Encourage payments from trainees and debtors by bank transfer, mobile apps etc.
2. Awareness and Training

- Create awareness among staff and trainees to switch off lights and air conditioning while leaving classes and offices
- Introduction of Module on Environment and Sustainability in Hospitality for Diploma/ Higher National Diploma trainees
- Module on Environment protection for National certificate level 3 & 4 trainees
- Training of Tour guides and Rodriguan tourism operators under Sustainable Island Mauritius (SIM) project.
3. Use of Digital Technologies

- Use of Software for school activities such as procurement, accounting, time tabling.
- E-marketing campaigns for marketing courses
- Hand held equipment for order taking in school training restaurant
- Training in Property Management softwares (PMS), Amadeus travel software for Hospitality and Tourism trainees
- German and Italian language software for students
- Introduction of online training modes during Covid 19 lockdowns and dual training modes for Diploma courses post covid.
TRAINING PROGRAMMES OFFERED
TRAINING FOR RODRIGUAN TOURISM OPERATORS
COLLABORATION WITH TOURISM AUTHORITY

- Ecole Hôtelière Sir Gaëtan Duval under the responsibility of the Ministry of Tourism & Leisure
- Tourism Authority under the same Ministry

FUNCTIONS OF THE TOURISM AUTHORITY

- To promote the sustainable development of the tourism industry in Mauritius;
- To foster and encourage the conduct of activities in the tourism industry in a responsible manner in order to preserve the integrity of the destination;
- To develop and implement tourism and tourism-related projects;
- To foster coordination and cooperation between public sector agencies and the private sector organisations engaged in the tourism industry.
SUSTAINABLE ISLAND MAURITIUS PROJECT

The Tourism Authority, under the Sustainable Island Mauritius (SIM); a project co-financed by the European Union under the Switch Africa Grant, has been committed towards this sustainable journey since 2018.

Objective: Promoting sustainable tourism through demonstrating and scaling up self-sustaining mechanism for improving sustainability impact along the value chain, and improving awareness and market of sustainable tourism products and services.
THE SUSTAINABLE ISLAND MAURITIUS PROJECT CONTRIBUTES TO THE VISION...

MAURITIUS BECOMES A GREEN DESTINATION TO VISIT AND SUSTAINABLE ISLAND TO LIVE IN, WHERE

<table>
<thead>
<tr>
<th>1</th>
<th>2</th>
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<tbody>
<tr>
<td>Tour operators, suppliers and stakeholders are mobilized and empowered to develop, promote and deliver sustainable tourism products for the mainstream market</td>
<td>Mainstream tourists are attracted by and enjoying tourism products that generate positive economic, societal, environmental and cultural impacts for Mauritius</td>
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<th>4</th>
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<tr>
<td>Sustainability becomes an innovation ingredient for tourism products</td>
<td>Tourism generates sustainable solutions to the local challenges</td>
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THE PRO-HANDPRINT Concept

**Increasing positive impacts**
- Social wellbeing
- Community development
- Responsible sourcing
- Cultural Preservation
- Ecosystems quality
- Authentic experience
- Sustainability awareness
- ...

**Reducing negative impacts**
- Resource overuse
- Emissions
- Waste generation
- Water
- Social consequences
- ...

...
### Mauritius Pro-Handprint Innovation Framework (MauPHI)

<table>
<thead>
<tr>
<th>Customer</th>
<th>Quality</th>
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<tbody>
<tr>
<td><strong>Product attractiveness</strong></td>
<td><strong>Authentic experience</strong> (e.g. local culture and nature integrated, connectivity with the locals, human touch, rendering the visitors to immerse and discover)</td>
</tr>
<tr>
<td><strong>Tourism asset preservation</strong></td>
<td><strong>Customer satisfaction</strong> (e.g. accurate promotion, good reliability, responsiveness, assurance and empathy, good price-value ratio, satisfaction monitored and corrective actions taken)</td>
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<tr>
<td><strong>Improving cleanliness</strong></td>
<td><strong>Safety and health</strong> (e.g. improved customer awareness and knowledge on safety and health, improved sense of security in the travellers, full accessibility)</td>
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<tr>
<td><strong>Customer awareness</strong></td>
<td><strong>Information provision and interpretation to customers</strong> (e.g. customers with improved awareness and knowledge of the nature and culture, as well as appropriate behaviour for sustainable travel)</td>
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<tr>
<th>Destination</th>
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<tr>
<td><strong>Community development</strong></td>
<td><strong>Community co-development</strong> (e.g. collaborative planning, development and delivery of the products and services, cultural interaction, improved local pride)</td>
</tr>
<tr>
<td><strong>Local sourcing and sustainable entrepreneurs</strong> (e.g. maximised ratio of locally sourced goods and products, empowering sustainable and local entrepreneurs)</td>
<td></td>
</tr>
<tr>
<td><strong>Community support</strong></td>
<td><strong>Community support</strong> (e.g. improved local community development issues, such as education, training, infrastructure, climate change mitigation and adaptation, safety)</td>
</tr>
<tr>
<td><strong>Employment</strong></td>
<td><strong>Local employment</strong> (e.g. improved job opportunities and skills for the local vulnerable local groups like the disabled, the poor, the youth, the women, etc.)</td>
</tr>
<tr>
<td></td>
<td><strong>Decent work and employee satisfaction</strong> (e.g. decent wage, trainings, opportunities for advancement, engagement in sustainability management)</td>
</tr>
<tr>
<td><strong>Preservation of culture and nature</strong></td>
<td><strong>Biodiversity conservation</strong> (e.g. support to conservation activities, consumers, staff and/or stakeholders engaged and empowered on preserving biodiversity)</td>
</tr>
<tr>
<td></td>
<td><strong>Culture preservation</strong> (e.g. proactive preservation and enhancement of local properties, sites and traditions of historical, archaeological, cultural and spiritual significance)</td>
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</tbody>
</table>
### Environment

<table>
<thead>
<tr>
<th>Resource use</th>
<th>Direct energy use (e.g. energy use in vehicles due to energy efficiency and miles travelled, energy use in the office, energy use in other operation)</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>Direct water usage (e.g. water for customers, for vehicles cleaning, for the office or in other operation)</td>
</tr>
<tr>
<td>Pollution and emission</td>
<td>Solid waste and harmful substances (e.g. food waste, paper, plastic, glass etc. from the service, office and in other operation, hazardous waste from cleaning chemicals, pesticides, batteries, etc.)</td>
</tr>
<tr>
<td></td>
<td>Wastewater (e.g. wastewater from cleaning vehicles, the office and in other operation)</td>
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<tr>
<td></td>
<td>Other pollution (e.g. noise from vehicles, pollutants from vehicles, sulphur oxides, nitrogen oxides, unburned hydrocarbons, carbon dioxide, carbon monoxide and particulates)</td>
</tr>
<tr>
<td>Biodiversity</td>
<td>Biodiversity threat (e.g. threats to the ecosystem - like lagoon, nature parks etc. - from pollution caused by large fleets, impacts of scuba divers, and environmental issues from gold courses, sewage treatment in coastal areas)</td>
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<tr>
<td></td>
<td>Natural sites and wildlife (e.g. impact from wildlife viewing and inappropriate interactions like feeding or acclimate them to the presence of people, wildlife like birds or fishes, corals taken away, illegal poaching and hunting, animals displayed or traded illegally)</td>
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<td></td>
<td>Animal welfare (e.g. animals acquired, bred or held captive)</td>
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### Community

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<tr>
<th>Community overload</th>
<th>Community Services, livelihoods and infrastructure (e.g. jeopardise aquatic resource use, rights-of-way, transport and housing, island or beach access)</th>
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<tbody>
<tr>
<td>Exploitation and harassment</td>
<td>Exploitation and harassment (e.g. commercial, sexual or any form of exploitation or harassment, particularly of children, adolescents, women, minorities and other vulnerable groups)</td>
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</tbody>
</table>
Sum Up of 4 years of dedicated work

The SIM approach was designed, tested and validated with many important tourism players

- Tour Operators & Tour Guides
- Taxi Drivers
- Boat & Pleasure Craft Operators
- Hotels & Accommodation
- Handicraft & Local Producers
- Financial Institutions
ENGAGEMENT OF SIM THROUGH THE YEARS

TRAINING FOR TOURISM OPERATORS IN RODRIGUES by MITD ECOLE HOTELIERE SIR GAETAN DUVAL

Over 600 operators have been trained.

TAXI AND TOURIST DRIVERS TRAINING

Over 700 taxi and tourist drivers have been trained.

CERTIFICATE IN TOUR GUIDING by MITD ECOLE HOTELIERE SIR GAETAN DUVAL

Over 70 students have followed the courses.
ENGAGEMENT OF SIM THROUGH THE YEARS

TRAINING WITH REEF CONSERVATION SOCIETY

Over 500 operators have been trained

NATIONAL CLEAN-UP CAMPAIGN #RESPEKTEMORIS

9 campaigns have been organized in total, with an average of 100 participants for smaller regions, and 500 participants for larger areas

ONLINE WORKSHOP FOR HOTELS & TOUR OPERATORS

5 online sessions were organized, with an average of 66 participants per session
ENGAGEMENT OF SIM THROUGH THE YEARS

ONLINE WORKSHOP FOR HANDICRAFT SECTOR
Two editions of the online workshops were organized in 2021 and 2022, with a total of 30 participants

DISCOVERY TOUR
Two editions of the Discovery Tour have been organized, with an average of 15 participants per tour

CO-CREATION DAY
39 participants attended the co-creation day
ENGAGEMENT OF SIM THROUGH THE YEARS

Mauritius obtains Label Safe Destination by the World Travel and Tourism Council (WTTC)
ENGAGEMENT OF SIM THROUGH THE YEARS

MAURITIUS STANDARDS BUREAU OBTAINS BLUE OASIS CERTIFICATION, APPROVED BY THE GLOBAL SUSTAINABLE TOURISM COUNCIL (GSTC)

• 44 OUT OF 114 HOTELS IN MAURITIUS ALREADY GSTC CERTIFIED
GREEN E-PAMPHLET
APPLYING GREEN STRATEGIES FOR BUILDING BACK BETTER
ENGAGEMENT OF SIM THROUGH THE YEARS

SUSTAINABLE MAURITIUS TOURISM AWARDS 2022
AWARD WINNING INITIATIVE

WTM RESPONSIBLE TOURISM AWARD
SILVER DISTINCTION

The Tourism Authority is the recipient of the Silver Award at the WTM Africa Responsible Tourism Awards 2022 in the category “Destinations Building Back Better Post-COVID”
The Tourism Authority (Mauritius) through the SIM Project has joined the Global Sustainable Tourism Council (GSTC) as a member.
UPCOMING PROJECTS
BY TOURISM AUTHORITY

POLICY RECOMMENDATION REPORT

MORE CO-CREATION AND SUSTAINABLE PRODUCTS & SERVICES

DESTINATION CERTIFICATION FOR RODRIGUES ISLAND
CONCLUSIONS

• MITD Ecole Hoteliere SGD is a key partner of the Sustainable Island project

• We are committed to continue to providing training and TVET courses with a view to empower Mauritius in becoming a green tourism destination
Thank you for your attention.

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