

EMPOWERING MAURITIUS TOWARDS A GREEN DESTINATION STATUS

Presentation
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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 frame work.

MITD TRAINING CENTRES



Rodrigues island

19 training centres including one in Rodrigues

ECOLE HOTELIERE SIR GAETAN DUVAL (EHS GD)

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.

ACTIONS TAKEN BY SCHOOL TO REDUCE CARBON FOOT PRINT

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 .

ACTIONS TAKEN BY SCHOOL TO REDUCE CARBON FOOT PRINT

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 on line training modes during Covid 19 lock downs 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

1

Tour operators, suppliers and stakeholders are mobilized and empowered to develop, promote and deliver sustainable tourism products for the mainstream market

2

Mainstream tourists are attracted by and enjoying tourism products that generate positive economic, societal, environmental and cultural impacts for Mauritius

3

Sustainability becomes an innovation ingredient for tourism products

4

Tourism generates sustainable solutions to the local challenges

THE PRO-HANDPRINT Concept



..... **Increasing positive impacts**

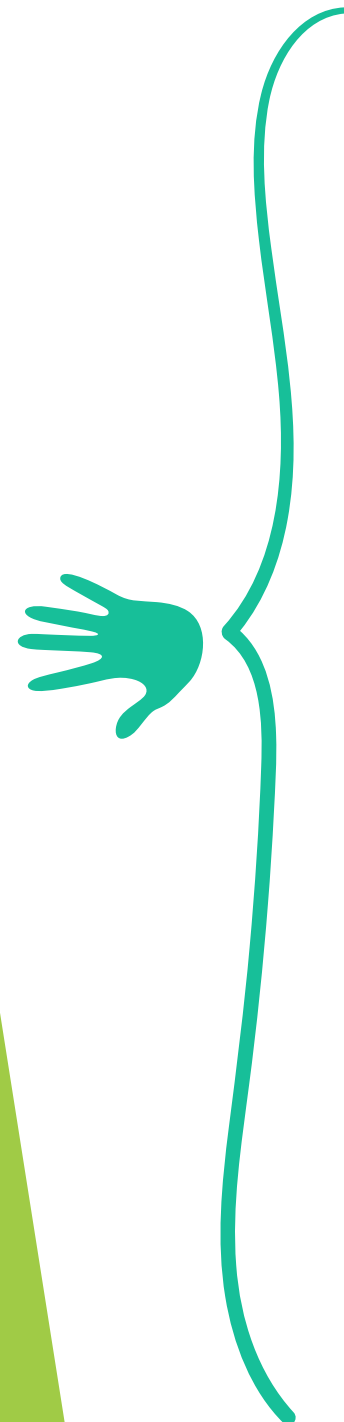
- Social wellbeing
- Community development
- Responsible sourcing
- Cultural Preservation
- Ecosystems quality
- Authentic experience
- Sustainability awareness
- ...

Reducing negative impacts

- Resource overuse
- Emissions
- Waste generation
- Water
- Social consequences
- ...

Mauritius Pro-Handprint Innovation Framework (MauPH)

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



Mauritius Pro-Handprint Innovation Framework (MauPH)

Environment

Resource use	<p>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)</p> <p>Direct water usage (e.g. water for customers, for vehicles cleaning, for the office or in other operation)</p>
Pollution and emission	<p>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.)</p> <p>Wastewater (e.g. wastewater from cleaning vehicles, the office and in other operation)</p> <p>Other pollution (e.g. noise from vehicles, pollutants from vehicles, sulphur oxides, nitrogen oxides, unburned hydrocarbons, carbon dioxide, carbon monoxide and particulates)</p>
Biodiversity	<p>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 golf courses, sewage treatment in coastal areas)</p> <p>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)</p> <p>Animal welfare (e.g. animals acquired, bred or held captive)</p>

Community

Community overload	<p>Community Services, livelihoods and infrastructure (e.g. jeopardise aquatic resource use, rights-of-way, transport and housing, island or beach access)</p>
Exploitation and harassment	<p>Exploitation and harassment (e.g. commercial, sexual or any form of exploitation or harassment, particularly of children, adolescents, women, minorities and other vulnerable groups)</p>



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



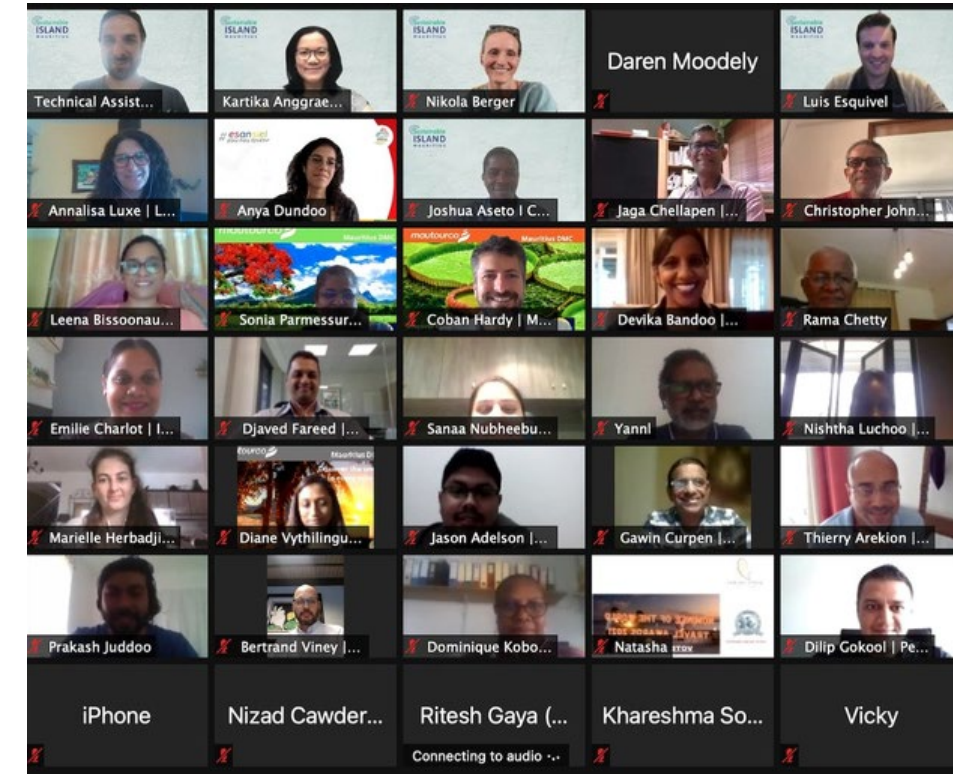
TRAINING WITH REEF CONSERVATION SOCIETY

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)



Safe travels

approved by



WORLD
TRAVEL &
TOURISM
COUNCIL



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





2022
Awards

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”**

GSTC MEMBERSHIP

The Tourism Authority (Mauritius) through the SIM Project has joined the Global Sustainable Tourism Council (GSTC) as a member.



Now a proud



Powered by



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



Contact Us

*Thank you for your
attention*



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