

# Quarterly News PROJECT MYA/001

Issue 1

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### ANNUAL EVENT

Fourth of June saw the third Annual Event for Project MYA/001 held in Yangon at the Novotel Max, with attendees from government ministries, tourism and hospitality industry, training and education, Luxembourg MFEA and LuxDev headquarters.

### MOHT

At the MOHT during the month of June – 57 officers and staff were trained in English language, tourism awareness and employability in IT skills in 3 locations – Naypyitaw, Mandalay and Yangon.

**So far, in the first two quarters of 2018 – 257 MOHT civil servants have been trained.**

### BOSOON PAT BUILDING

Renovations of the building continued during June with the third and fourth floor completed subject to minor works. The second floor culinary lab and bakery will be ready in August.

### MOBA COLLEGES

New intakes of 149 students at MOBA women's Vocational Colleges at Patheingyi and Pokakku for housekeeping, front office and food & beverage service began training on 4 June.

### NYAUNG SHWE VTI

A new intake of 50 students began a Certificate Level I programme at the Institute supported by PfC and the project.

### HPA-AN GTHS

29 students began a Certificate I Hospitality programme in collaboration with ADRA/GTHS

### THTC BOSOON PAT

In Yangon – three courses started in June – Certificate I in Hospitality, Certificate I in Travel & Tourism and Certificate II in Travel & Tourism.

### MANAGEMENT TRAINING

Training courses for industry members took place in June at 6 locations – with 139 managers completing their 70-hour supervisory/management training courses.

## 2. MOHT - Organizational & Capacity Development

### CURRENT TRAINING

MOHT language training is now combined with employability skills and IT to provide staff with broad skills for work.

The Computer and language lab is now in use and resourced with IT equipment for use in interactive training.

### MOHT - FUTURE CAPACITY DEVELOPMENT

Based on recommendations from DG and DDG, future training in English will combine with soft skills, specific language use in tourism and the workplace such as Speech Writing, Note taking, Presentation Skills and Master of Ceremonies.

Quarters 3 and 4 will respond to demand for more tailored courses in Tourism with a clear focus on areas applicable to specialized tasks of the Ministry.

Training on legislation awareness and environmental impacts will be delivered not only to primary target groups but also to those who work in other ministries.



### MOHT TRAINING CENTRE IN NPT

The MOHT Training Centre is now ready to host F&B and culinary training since all the equipment, furniture and appliances have been installed in the new canteen area next to the Training Centre.

**Planned for Quarter 3** in three locations are courses in: Workplace/Task-Based English, English for Staff Officers, General English (Elementary), Legislation Awareness, Managing Change, Service Quality Management, IELTS Foundation, Basic Event Management, Advanced Tourism Knowledge, Basic IT Skills, Basic Tourism Knowledge & Leadership.

### DESTINATION MANAGEMENT

**Destination Management** training has already been conducted in three different location Yangon, Mandalay and Naypyitaw. The DM training is effective and more training is requested for other stakeholders.

Recommendations for effective Destination Management is to combine with a range of challenges arising from the CBT working conference and mandated by the Minister such as branding and positioning of the market, product development, etc.



### 3. Support for Myanmar Community-based Tourism (CBT) Development

#### COMMUNITY-BASED TOURISM STANDARDS

The Myanmar CBT draft standards were pilot tested in four locations and recommendations made to adjust the standards for local use. A working conference took place in Naypyitaw on 5 July to review and verify the outcomes of the pilot testing and confirm the standards.

#### FUTURE PLANS FOR CBT

After MOHT endorse and publish the CBT standards, phase II involves training of trainers to work with local communities to help implement the standards and enhance the quality of CBT projects around the country. A TOT programme with training toolkits and guidelines are planned for Q4 into 2019.



#### CBT STANDARDS FIELD TESTING

The goal of the CBT Standards field-testing was to validate the draft standard in four communities (Kayin State, Kayah State, Shan State, Magwe Division). These four places were chosen because of their diverse backgrounds and locations, and their different socio-cultural and environmental contexts. In this way the feasibility of the CBT standards in diverse rural settings in Myanmar could be assessed in order to understand whether different priorities were needed according to community feedback, and whether new indicators may be needed for the specific context of Myanmar.



## 4. Technical & Vocational Education & Training

### MOBA VOCATIONAL COLLEGES

New intakes of 149 students at MOBA women's Vocational Colleges at Patheingyi and Pokkhar for housekeeping, front office and food & beverage service began training on 4 June.

Equipment for housekeeping and F&B service was delivered and handed over to MOBA along with projectors, screens and laptops (for IT training) at the two colleges.

### TRAINING TRAINERS

14 trainers from MHPA were inducted into the new curriculum and teaching methods for the courses offered to MOBA.

### NYAUNG SHWE VOCATIONAL TRAINING INSTITUTE

In Nyaung Shwe Vocational Training Institute, a new intake of 50 students began a Certificate Level I programme at the Institute supported by Partnership for Change and LuxDev.

This one-year programme includes food production classes in a renovated student canteen plus 3 months internship in local hotels.

### GTHS HPA-AN

At Hpa-An – 29 students began a Certificate Level I programme in collaboration with ADRA and GTHS in May.

### THANDAUNGGYI

GTHS and ADRA have requested project support for a new hospitality programme in Thandaunggyi

### THTC/MITH

In Yangon – three courses started in June – Certificate I in Hospitality, Certificate I in Travel & Tourism and Certificate II in Travel & Tourism.

The first batch of hospitality students are undertaking 3-months internship in Yangon hotels and a new programme for Hospitality Certificate II will begin shortly.



## 5. Supervisory & Management Training for the Tourism & Hospitality Industry

With support from MOHT and MHA, 126 managers from the hospitality and tourism industry were trained in June. For Supervisory Management 93 managers were trained in Nyaung Shwe, Mandalay and Yangon and 33 senior managers trained in hotel operations in Chaung Tha and Yangon.

Of the 126 supervisors or managers trained, 65 were female and 61 were male.

**Total managers trained in Q1-Q2 are 353, from 18 courses offered in 6 states or regions.**

Plans for Q3-Q4 are for a further 26 courses in an additional 6 locations including Eastern Shan.



## Technical Support for BA Degree Colleges

**The EDx e-learning platform** is largely complete and signed off in June, including all course materials for 24 modules. Some enhancements to the platform are still needed along with some minor details that need to be finished.

**The Google G-Suite** has been implemented at both colleges, all the teachers, staff and student accounts have been created and admin access has been transferred to the colleges in June. Basic computer training has been provided to those who need it at the colleges prior to EDx and G-Suite trainings.

**The e-Library** (with Ebsco) can now be fully accessed as the project team helped the colleges configure their networks to use the e-library.

### TRAINING FOR TWO DEGREE COLLEGES IN YANGON & MANDALAY

- Training for G-suite in MDC was given to 25 teachers and staff. MDL has 250 teachers and staff.
- Training for G-suite in NMDC was given to 31 teachers and staff. NMDC has 80 teachers and staff.
- The training for EDx was given in MDC to 10 BTHM teachers.
- The training for EDx was given in NMDC to 18 BTHM teachers.



## 6. Front Line Basic Training for the Hospitality Industry

### PLANS FOR REGIONAL MOBILE TRAINING

The project mid-term evaluation identified the expressed needs of industry through MHA and local hotels for basic training for unemployed or locally employed staff with minimal skills.

The project will conduct a survey in September and October 2018 to identify key locations throughout the country to identify and train disadvantaged people and currently employed

hospitality staff in the regions alongside training supervisors in the ASEAN In-company training programme to equip supervisors to continue to develop their staff.

### UPCOMING BASIC TRAINING

Short, practical 80-hour/one month training courses will begin in July 2018 at Bosoon Pat, Yangon.

- Front Office Level 1 with 20 trainees.
- Housekeeping Level 1 also has 20 trainees.

### TRAINING FOR TEA SHOP EMPLOYEES

The project continues to work with the Myanmar Youth Mobile Education NGO to provide curriculum, teacher training and support volunteer trainers from the industry to train young people in basic food service and hygiene skills.

## Development of Ground Floor & MITH Foundation

### Ground Floor at Bosoon Pat Street

In July the MTF Tourism Bank will handover keys to the ground floor of the MOHT Bosoon Pat Building for development by MITH Foundation (three-party support from Lux-Development, MOHT and MTF) to renovate and open up the ground floor space for retail use.

The space will plan to host a number of hospitality, culinary or tourism social enterprises and therefore generate some revenues for the operation of MITH – by contributing towards operation costs such as trainer fees, administrative staff and other costs.

### Preparation of MITH Foundation

Documentation and Constitution of Myanmar Institute of Tourism & Hospitality has been prepared and submitted to MOHT for application to the Ministry of Home Affairs for approval. This should be completed in Q3.



# MITH COURSE INFORMATION

## ခရီးသွားလုပ်ငန်းဆိုင်ရာသင်တန်း(အဆင့် ၂) Certificate II in Travel & Tourism



ကပ္ပဒိကတော်  
TOURISM FEDERATION

MYANMAR-LUXEMBOURG  
DEVELOPMENT COOPERATION

ခရီးသွားလုပ်ငန်း (Travel & Tourism)  
ဖြင့် အသက်မွေးဝမ်းကြောင်းပြုနိုင်ရန်  
အခွင့်အလမ်းကောင်းတစ်ခု

ဟိုတယ်နှင့် ခရီးသွားလာရေးဝန်ကြီးဌာန၊ မြန်မာနိုင်ငံ  
ခရီးသွားလုပ်ငန်းအဖွဲ့ချုပ်နှင့် Luxembourg  
Development Cooperation Agency  
တို့၏ ထောက်ခံချက်ဖြင့် နိုင်ငံတကာအသိအမှတ်ပြု  
ခရီးသွားလုပ်ငန်းဆိုင်ရာ (Travel & Tourism)  
သင်တန်းအောင်လက်မှတ်ကို ရရှိမည်ဖြစ်ပါသည်။



## သင်တန်းမိတ်ဆက် Certificate II in Travel & Tourism



“အာဆီယံအဆင့်မီ မြန်မာနိုင်ငံမှ ကျွန်ုပ်တို့သော ဆရာ/ဆရာမများက  
သင်ကြားပေးမှာ ဖြစ်ပါသည်။”  
Tourism & Hospitality Training Center (THTC)  
ခုတ်ယာသင်း အမှတ်(၃၀)/၄၂၊ ဗိုလ်ချုပ်လမ်း၊ ဝန်းဘန်၊ ဗဟန်း  
ရပ်ကွက်တိုင်းဒေသကြီး  
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သင်တန်းကာလအတွင်း ဧည့်ဝန်ဆောင်မှုနှင့် ခရီးသွားလုပ်ငန်းဆိုင်ရာ ဧည့်သည်  
များအား ဝန်ဆောင်မှုပေးခြင်းစွမ်းရည်များ၊ ခရီးသွားလုပ်ငန်းနှင့် ဧည့်ဝန်ဆောင်မှု  
လုပ်ငန်းတို့ ဆက်စပ်ပုံ၊ ခရီးသွားလုပ်ငန်းဆိုင်ရာ လုပ်ငန်းခွင်သုံးစွမ်းရည်များ၊  
ခရီးစဉ်စီစဉ်ခြင်းနှင့် လည်ပတ်စရာနေရာများအကြောင်း လေ့လာခြင်း၊ လေဆိပ်နှင့်  
လေကြောင်းလိုင်းဆိုင်ရာ လုပ်ငန်းလည်ပတ်ပုံများနှင့် ကမ္ဘာ့ခရီးသွားလုပ်ငန်းအပေါ်  
သက်ရောက်စေနိုင်သောအချက်များကို လေ့လာခြင်းစသည့် ဘာသာရပ်များပါဝင်မည်  
ဖြစ်ပါသည်။ ထို့ပြင် ခရီးသွားလုပ်ငန်းအတွက်အရေးပါသော အင်္ဂလိပ်စာ စွမ်းရည်နှင့်  
သတင်းအချက်အလက်နှင့် ဆက်သွယ်ရေးနည်းပညာပိုင်းဆိုင်ရာ (ICT) စွမ်းရည်များ  
အတွက် အထောက်အကူပြု ဘာသာရပ်များကို သင်ယူရမည်ဖြစ်ပါသည်။



# ဧည့်ဝန်ဆောင်မှုဆိုင်ရာသင်တန်း(အဆင့် ၁) Certificate I in Hospitality



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ဧည့်ဝန်ဆောင်မှုဆိုင်ရာ (Hospitality)  
လုပ်ငန်းဖြင့် အသက်မွေးဝမ်းကြောင်းပြုနိုင်ရန်  
အခွင့်အလမ်းကောင်းတစ်ခု

ဟိုတယ်နှင့် ခရီးသွားလာရေးဝန်ကြီးဌာနနှင့်  
Luxembourg Development  
Cooperation Agency တို့၏  
ထောက်ခံချက်ဖြင့် နိုင်ငံတကာအသိအမှတ်ပြု  
ဧည့်ဝန်ဆောင်မှုဆိုင်ရာ (Hospitality)  
သင်တန်းအောင်လက်မှတ်ကို ရရှိမည်ဖြစ်ပါသည်။



## သင်တန်းမိတ်ဆက်

## Certificate I in Hospitality

သင်တန်းကာလအတွင်း အစားအသောက်နှင့် အဖျော်ယမကာဆိုင်ရာ  
ဝန်ဆောင်မှုပေးခြင်း (Food & Beverage) ၊ အခြေခံအဆင့်  
အစားအသောက်ပြင်ဆင်ခြင်း (Food Preparation) ၊ ဧည့်ကြို  
(Front Office)နှင့် ဧည့်ခန်းဆောင်ထိန်းသိမ်းရေး (Housekeeping)  
စသည့်ပညာရပ်များကို သင်ယူရမည်ဖြစ်ပါသည်။ ထို့ပြင် လက်တွေ့လုပ်ငန်းခွင်  
အတွက်အရေးပါသော အင်္ဂလိပ်စာစွမ်းရည်နှင့် သတင်းအချက်အလက်နှင့်  
ဆက်သွယ်ရေးနည်းပညာပိုင်းဆိုင်ရာ (ICT) စွမ်းရည်များ အတွက်  
အထောက်အကူပြုဘာသာရပ်များကို သင်ယူရမည်ဖြစ်ပါသည်။

"အာဆီယံအဆင့်မီ မြန်မာနိုင်ငံမှ ကျွမ်းကျင်သော ဆရာ/ဆရာမများက  
သင်ကြားပေးမှာ ဖြစ်ပါသည်။"  
Tourism & Hospitality Training Center (THTC)  
ဒုတိယထပ်၊ အမှတ်(၄၀/၄၂)၊ ဗိုလ်ချုပ်လမ်း၊ ဝန်းဘတ်တန်းမြို့နယ်၊ ရန်ကုန်တိုင်းဒေသကြီး။  
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