

PROGRESS REPORT



Improving Quality and Holistic TVET programs in the Hospitality Sector to Enhance Progressive Career Pathways for the Marginalized Youth in Tanzania.

October 2024

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ACRONYMS & ABBREVIATIONS

HAT- Hotel Association of Tanzania

MOU-Memorandum of Understanding

NACTVET- The National Council for Technical and Vocational Education and Training

PUM-Netherland Senior Experts

TVET-Technical and Vocational Education Training

VETA-Vocational Education Training Authority

VET-Vocational Educational Training

CONTENTS

- SECTION 01: INTRODUCTION5
 - 1.1. DON BOSCO OYSTERBAY VOCATIONAL TRAINING CENTRE:5
 - 1.2. BACKGROUND ABOUT THE PROJECT5
- SECTION 02: PROJECT IMPLEMENTATION7
 - 2.1. PENDING WORKS IN PHASE 01:.....7
 - 2.2. PHASE 02:.....7
 - 2.2.1. COURSE ADVERTISEMENT:7
 - 2.2.2. STUDENT APPLICATIONS AND ENROLLMENT:.....7
 - 2.2.3. COURSE REGISTRATION AND CURRICULUM VERIFICATION.....8
 - 2.2.4. BUSINESS PLAN DEVELOPMENT:8
 - 2.3. PHASE 03:.....9
 - 2.3.1. STUDENTS TRAINING:.....9
 - 2.3.2. ESTABLISHMENT OF NETWORKS AND COLLABORATIONS:..... 10
- SECTION 03: ACHIEVEMENTS & LIMITATIONS..... 11
 - 3.1. PROJECT ACHIEVEMENTS:..... 11
 - 3.2. PROJECT LIMITATIONS: 12
- SECTION 04: CONCLUSION..... 13

SECTION 01: INTRODUCTION

1.1. DON BOSCO OYSTERBAY VOCATIONAL TRAINING CENTRE:

Don Bosco Oysterbay Vocational Training Centre is a reputable private VET institution dedicated to providing Vocational Education and Training (VET) primarily to marginalized youth in Dar es Salaam and surrounding small towns. Strategically located in the heart of the city's Oysterbay area, the center specializes in delivering 10 (ten) NACTVET-certified courses that include Electrical Installation, Solar Energy, Motor Vehicle Mechanics, IT/Secretarial skills, Fitter Mechanics, Dressmaking and Cloth Technology, Refrigeration and Air conditioning, Hospitality, Operations and Management, Carpentry, and Joinery, as well as Welding and Fabrication. These courses which are offered in both short-term and long-term formats, aim to empower young people with skills and knowledge for employment and personal development. Following the model of its founder Saint John Bosco, Don Bosco Oysterbay's VET provision model is based on a holistic approach to education, combining technical and vocational training with character formation and values education. The model aims to develop well-rounded individuals who are not only skilled in their chosen vocations but also possess a strong moral compass and a sense of social responsibility.

The center's primary target group consists of marginalized youth seeking to enhance their career prospects through TVET. This includes individuals who have completed primary school but lack further educational opportunities, as well as secondary school dropouts. Additionally, the institution caters to students who have finished formal education but lack the necessary skills to secure employment. Currently, the center has an enrollment of approximately 432 students across various trades for both long and short courses. Of this population, 57% are male trainees and 43% are female trainees.

Don Bosco Oysterbay Vocational Training Centre holds a distinguished position as one of Tanzania's oldest and most renowned vocational training institutions. Its history dates back to 1990 when the Salesians assumed responsibility for the institution from the Catholic Parish of St. Peters. The center obtained official registration with the Vocational Education Training Authority in the same year. Over time, the institution has experienced consistent growth in student enrollment, academic qualifications, and program offerings. Guided by its motto, "Learn, Build, and Live," the center has successfully cultivated a diverse range of career opportunities, resulting in high levels of employability for its graduates, thanks to the exceptional qualifications provided by the center.

1.2. BACKGROUND ABOUT THE PROJECT

The project's inception was driven by the rationale that Tourism in Tanzania is a rapidly growing sector, offering significant potential for economic development but facing considerable challenges,

particularly regarding the quality of services provided. A major contributing factor to these challenges was seen as the shortage of qualified personnel in the hospitality and tourism sectors. This skills gap is largely due to the limited availability of comprehensive training facilities that cater to the specific needs of the industry. It was observed that there were only a few VETA-certified training centers and even fewer offering in-depth training across all essential areas of hospitality and tourism, a fact that caused the country to struggle to meet the demand for well-trained professionals.

Recognizing this gap, the Salesians of Don Bosco proposed the establishment of a new Tourism and Hospitality Department at Don Bosco Oysterbay VTC, located in Dar es Salaam. This initiative was aimed to provide high-quality, accessible training to underprivileged and marginalized youth in Tanzania, including persons with disabilities. The department was envisioned to offer specialized training in key areas such as Front Office and Reservations Control, Housekeeping, Food and Beverage Services, Banqueting, Sales and Marketing, and more. Additionally, the curriculum to be offered was envisioned to include essential soft skills training, such as English language proficiency, life skills, entrepreneurship, and career development, to fully prepare graduates for employment in the hospitality industry.

The proposed development included a two-story building that would house a workshop, classrooms, a teaching kitchen, and a restaurant that would also serve external guests. This will create a practical training environment for students while generating income for the training center. Furthermore, the existing guest rooms and infrastructure at the Salesian house were envisioned to be adapted to provide real-world experience in housekeeping and laundry operations.

This project design was not only aimed to uplift the hospitality profession in Tanzania but also create vital opportunities for marginalized youth, particularly girls and women, to build careers in this high-demand sector. Additionally, the project was also designed to enhance the overall learning environment at Don Bosco Oysterbay VTC, contributing to the institution's goal of self-sustainability through improved infrastructure and income-generating services.

SECTION 02: PROJECT IMPLEMENTATION

2.1. PENDING WORKS IN PHASE 01:

The First Phase of the project implementation focused on the construction of the Hospitality Block at Don Bosco Oysterbay Vocational Training Centre (VTC), which was successfully completed and officially inaugurated on the 24th of May 2024. This milestone marked a significant step in enhancing the centre's capacity to offer hospitality-related training and services. However, there was a delay in the installation of a crucial feature – the lift – which was necessary for improving accessibility and functionality across the building. Despite this delay, the lift was successfully installed during the Second Phase of the project, ensuring the facility now fully meets its intended design and operational standards.

2.2. PHASE 02:

2.2.1. COURSE ADVERTISEMENT:

During the project execution, it was noted that the reported number of students trained in short courses had already been fully funded by another partner, who claimed credit for sponsoring these students within the department. To prevent double funding, the institution's administration decided to enroll a different cohort of students, ensuring that this group would be exclusively considered for project reporting. To support this effort, the institution advertised the courses to the general public, with a particular focus on attracting girls and individuals with disabilities. To maximize outreach and attract a larger pool of potential candidates, the institution partnered with Wasafi Media, a leading youth-focused outlet, to promote the available opportunities.

2.2.2. STUDENT APPLICATIONS AND ENROLLMENT:

The application window for the Hospitality program was open from June 1st to June 28th, allowing ample time for interested candidates to complete and submit their application forms. Applicants were required to provide personal details, and educational background, and indicate their preferred area of specialization. Additionally, they were asked to submit a personal statement outlining their motivation, career aspirations, and why they believe they should be considered for the sponsorship offered. A total of 210 forms were issued and a total of 112 forms were returned on the provided deadline as indicated below;

S/N	Courses	# of Application forms Issued			# of Application forms returned		
		Male	Female	Total	Male	Female	Total
1.	Front Desk Office	06	31	37	04	18	22
2.	House Keeping	04	12	16	00	08	08

3.	Food & Beverages	08	24	32	05	11	16
4.	Bakery	19	106	125	04	62	66
Total		37	173	210	13	99	112

All trainees who submitted their application forms were successfully interviewed. Out of the 112 interviewed applicants, 100 applicants (89% of the interviewed applicants) (24 males and 76 females) were successfully enrolled in the provided courses at the institution. Notably, five applicants who returned their forms were individuals with disabilities (deaf), all of whom were female applicants. However, only three candidates from the bakery program were subsequently enrolled in the bakery course.

2.2.3. COURSE REGISTRATION AND CURRICULUM VERIFICATION

During the course of the project implementation, the institution took proactive steps to ensure the formal recognition of the hospitality program for long-term NVA 3 TVET provision. A key component of this effort was the decision to register the course with the Vocational Education and Training Authority (VETA), a regulatory body responsible for overseeing vocational education in the country. By seeking VETA approval, the institution aimed to ensure that the course met national standards for vocational training, enhancing its credibility and increasing its appeal to both students and employers. The registration and curriculum verification were made to VETA particularly because NACTVET has not yet fully assumed that responsibility in its current operating framework.

Obtaining VETA accreditation was seen as a critical milestone, as it would allow the institution to offer certified qualifications that are widely recognized in the job market. This, in turn, would enhance employment prospects for graduates, making the program more attractive to prospective students, including those from underserved communities, such as individuals with disabilities and women. Moreover, the approval would provide the institution with access to partnerships, further strengthening the program's capacity to offer high-quality training.

2.2.4. BUSINESS PLAN DEVELOPMENT:

To ensure the sustainability of its hospitality programs, Don Bosco Oysterbay VTC initiated the development of a business plan aimed at generating revenue for the department through service provision. To support this effort, the institution partnered with PUM, an impact-driven organization that connects skilled and experienced professionals with organizations seeking to enhance their operations. PUM provided an expert from the hotel industry to assist Don Bosco Oysterbay VTC with technical input for refining the curriculum and developing a comprehensive business plan for establishing and operating a profitable restaurant. This collaboration aimed to enhance the program's financial viability while offering practical, real-world experience to students from an expert in the food production sector.

2.3. PHASE 03:

2.3.1. STUDENTS TRAINING:

Throughout the project implementation period, student training remained a central focus, aiming to equip enrolled trainees with essential knowledge and hands-on skills in their respective fields of study. The institution adhered to a well-established training framework that emphasized a highly practical approach. Specifically, 80% of the training was dedicated to practical orientations, allowing students to gain real-world experience through hands-on activities, simulations, and on-the-job training. This practical focus enabled students to develop the technical skills needed for immediate application in the workforce.

The remaining 20% of the training was focused on theoretical orientations, providing students with foundational knowledge, industry standards, and the underlying principles of their chosen trades (Front Desk Office, Housekeeping, Food & Beverages, Bakery). This balanced approach ensured that trainees not only mastered the practical aspects of their studies but also understood the theory behind their work, empowering them to make informed decisions and adapt to changing industry demands.

i) Front Desk Office: The training program was designed to equip students with the essential skills and professionalism required to excel in roles such as receptionist, administrative assistant, and customer service representative. The curriculum focused on key competencies, including effective communication, exceptional customer service, time management, and proficiency in office equipment and software.

Students received comprehensive training in greeting and assisting visitors, managing phone calls, handling inquiries, and maintaining a professional and welcoming office environment. Additionally, they were taught to schedule appointments, organize files, and collaborate with various departments to ensure seamless office operations. This holistic approach aimed to prepare trainees for the dynamic demands of modern administrative and customer service roles, enhancing their employability and career readiness.

ii) Housekeeping: The housekeeping training for students provided a well-rounded education, integrating both theoretical concepts and hands-on practice to ensure a thorough understanding of essential skills. Participants were taught fundamental housekeeping techniques, such as effective cleaning methods and maintaining hygiene standards. Students were also trained on how to identify and report maintenance issues promptly, ensuring the proper upkeep of facilities. The training also covered the efficient management of laundry services, including sorting, washing, and caring for different fabrics, along with techniques for inventory management to track and replenish housekeeping supplies. The training aimed to equip students with the skills necessary to excel in various housekeeping roles within hospitality or other service industries.

iii) Food, Beverages, and Services: This training in food, beverages and services encompassed a broad spectrum of topics designed to enhance participants' knowledge and skills in the food and beverage industry. Key areas of focus included customer service excellence, comprehensive menu knowledge, food safety and hygiene standards, and the professional techniques of serving food and beverages. Trainees received in-depth instruction on a variety of service-related techniques, such as accurately taking and placing orders, serving meals and drinks with precision, processing payments efficiently, and creating a memorable and exceptional dining experience for customers. This holistic approach aimed to prepare trainees for success in providing high-quality service within the hospitality sector.

iv) Bakery: The bakery training program provided students with a comprehensive education in both the technical and creative aspects of baking. Participants were trained in the production of a wide array of baked goods, including various types of bread, cookies, pastries, and intricately designed cakes. Emphasis was placed on not only mastering the techniques for creating high-quality products but also adhering to strict food hygiene and safety standards to meet industry regulations.

In addition to hands-on practice in baking, the Don Bosco trainees were equipped with valuable skills in customer service, ensuring they could effectively interact with clients and meet their expectations. The training also covered product presentation and decoration techniques, enabling trainees to craft aesthetically appealing baked goods that meet commercial and artistic standards. By combining technical baking expertise with customer service and creative skills, the program prepared students for roles in bakeries, patisseries, and other food service establishments that require high standards of quality and professionalism.

2.3.2. ESTABLISHMENT OF NETWORKS AND COLLABORATIONS:

During the implementation of the project, Don Bosco Oysterbay VTC, through its Job Services Office, has successfully maintained existing partnerships with various hotels and restaurants that had been established prior to the project's commencement (refer to pages 1-3 of the JSO Directory for the Services Sector B1-Hospitality). Additionally, the institution's resource mobilization unit has secured a Memorandum of Understanding (MOU) with the Hotel Association of Tanzania (HAT). This strategic collaboration aims to foster the development of new partnerships and provide valuable industry insights, ensuring that the institution's training programs remain aligned with current hospitality trends and meet the evolving demands of the sector.

SECTION 03: ACHIEVEMENTS & LIMITATIONS

3.1. PROJECT ACHIEVEMENTS:

- **Enrollment and Training of the First Cohort of Students (100 short course trainees) in Front Office, Housekeeping, Food, and Beverage as well as Bakery;** The enrollment and training of the first cohort of 100 short course trainees marked a significant milestone in the project. These students were carefully selected to receive specialized training in key areas critical to the hospitality and food service industries, including Front Office operations, Housekeeping, Food and Beverage services, and Bakery production. Each course was designed and executed to provide both theoretical knowledge and practical skills, ensuring that trainees were well-equipped to meet industry standards and excel in their respective fields.
- **Provision of opportunities to people with Disabilities;** The training of the first cohort was designed with inclusivity in mind, providing valuable opportunities for youth with disabilities to participate and benefit from skills development in the hospitality and food service industries. Recognizing the importance of creating an equitable learning environment, the program made specific accommodations to ensure that participants with disabilities could fully engage in the training process and receive the support they needed to succeed. 03 trainees with physical hearing disabilities were empowered to learn alongside their peers to acquire practical skills in Bakery production.
- **Development of a Business Plan for the Department's Sustainability;** Don Bosco Oysterbay successfully collaborated with PUM (Netherlands Senior Experts) to develop a comprehensive business plan aimed at ensuring the long-term sustainability of the department. This strategic plan outlines key initiatives and operational frameworks designed to enhance the restaurant's financial viability, improve resource utilization, and expand its capacity to deliver high-quality services. The business plan serves as a roadmap for achieving sustainable growth while aligning with the institution's broader mission and objectives.
- **Established Collaborations with HAT:** Don Bosco Oysterbay has solidified a key partnership with the Hotel Association of Tanzania (HAT), a leading organization in the country's hospitality sector. This collaboration is designed to enhance the institution's ability to offer training programs that are directly aligned with industry needs and trends. Through this partnership, HAT will be able to provide valuable insights into current industry standards, emerging practices, and workforce demands, enabling Don Bosco to tailor its curriculum to better prepare students for the competitive job market. In addition to offering guidance on curriculum development, the partnership will facilitate opportunities for student internships,

job placements, and industry exposure. The collaboration with HAT is envisioned to further strengthen Don Bosco's position as a leading institution in hospitality training, while fostering relationships that contribute to long-term success and employment opportunities for its graduates.

3.2. PROJECT LIMITATIONS:

- **Delays in acquiring course registration approvals from VETA:** One of the significant challenges encountered during the project is the delay in obtaining course registration approvals from the Vocational Education and Training Authority (VETA). The approval process, which involves rigorous evaluation of course content, instructional methods, and alignment with national vocational standards, is taking longer than anticipated. This resulted in setbacks to the project timeline, particularly in the enrollment and commencement of long courses as well as the digitalization of the curriculum.

Despite these delays, the institution remains proactive by engaging in continuous dialogue with VETA to expedite the approval process and ensure compliance with all regulatory requirements. These efforts include providing necessary documentation, revising course materials to align with VETA's feedback, and maintaining close communication with VETA officials.

SECTION 04: CONCLUSION

The project implementation is progressing well and is on track to meet its anticipated objectives. A key focus of the initiative has been to equip youth with relevant, market-driven skills in the hospitality and food service sectors, and this goal is being steadily realized through the successful delivery of specialized training programs. Despite facing the challenge of delays in course registration approvals from VETA, the project has made significant strides in advancing vocational training and creating meaningful opportunities for youth, including those with disabilities. Through strategic partnerships with industry leaders like the Hotel Association of Tanzania (HAT) and the collaboration with PUM for developing a sustainability-focused business plan, Don Bosco Oysterbay has positioned itself as a key player in preparing a skilled workforce for the hospitality and food service sectors.

By maintaining and expanding its partnerships with hotels, restaurants, and other stakeholders, the institution will ensure that its training programs remain relevant and aligned with industry trends. Moving forward, the continued focus on sustainability and quality assurance will be key to the department's growth and long-term success in providing high-quality vocational education that meets the evolving needs of Tanzania's workforce.

Appendixes;



