

Training of Trainers (ToT) Course on “Tourism and Hospitality Services”

29 March 2021, 12:00 PM Turkey Time

**Opening Statement of H.E. Mr. Nebil DABUR
Director General of SESRIC**

بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ

**Distinguished Participants, Dear Sisters and Brothers
Very Good Day to All of You** السلام عليكم ورحمة الله وبركاته

- **I am pleased to welcome you all to this Training of Trainers (ToT) course on “Tourism and Hospitality Services”, which we organise within the framework of the OIC Vocational Education and Training Programme (OIC-VET) and in line with the OIC-TVET Strategic Roadmap 2020-2025. Thank you for accepting our invitation and designating your valuable time to participate in this important training of trainers course.**
- **At the outset, I would like to express my sincere thanks and appreciation to His Excellency Mr. Kemal Varin NUMANOĞLU, Director General of the Vocational and Technical Education at the Ministry of National Education of Turkey, for accepting our invitation and nominating a prominent expert to provide this important training course for the benefit of participants from the national TVET institutions of the OIC member countries.**

- **We organise this virtual training of trainers course with a view to supporting and contributing to the efforts of our member countries towards enhancing human resources capacities of their national TVET authorities during this critical time in which the world is severely affected by the COVID-19 pandemic.**

Dear Participants,

- **Since March of the last year, the unprecedented situation due to COVID-19 pandemic has affected learning at all levels and caused serious disruptions in the provision of education globally. In particular, the vocational education and training has been hit hard by the pandemic, since most of VET programmes and activities substantially require provision of practical skills through physically learning-by-doing.**
- **In fact, TVET systems in developing countries, including the OIC member countries, have challenged by various obstacles during the pandemic such as the lack of distance learning infrastructures and scarcity of resources and trained instructors to engage in distance learning digital tools and technologies, all of which hindered the implementation of TVET activities.**

- **While TVET institutions in some OIC member countries have witnessed some quick adaptations into digital solutions at varying degrees of success, many others are still struggling to provide the basic needs for this transformation due to lack of ICT infrastructure, resources and required skills, not to mention the financial costs of deploying modern digital tools and learning technologies.**
- **In order to respond to this extraordinary situation, we at SESRIC continued to implement our planned capacity building activities, including training courses and workshops, virtually online. In fact, this ToT Course has been designed in line with the virtual training solutions undertaken by SESRIC to better serve the Centre’s training activities and keep participants motivated and engaged during this difficult time of the global COVID-19 pandemic.**

Dear Participants,

- **As we all know, in recent decades, tourism has become one of the main economic activities and an important source of foreign exchange earnings, economic growth and employment in many countries around the world where almost 10% of the world total GDP is generated by this sector.**

- **According to the last year’s edition of SESRIC report on “International Tourism in the OIC Countries”, tourism earnings in OIC member countries were recorded at 182 billion USD in 2018. The contribution of international tourism to the total GDP of the OIC member countries as a group recorded, on average, at almost 9% in 2018. However, this trend has been disrupted by COVID-19 pandemic with an anticipated loss of 39 to 58 billion USD in the total tourism receipts of the OIC member countries.**
- **In fact, the OIC countries, as a group, have a significant potential for the development of a sustainable tourism sector due to their rich and diverse natural, historical, cultural, and religious tourism attractions.**
- **However, many OIC countries are still facing a number of challenges that hinder the development of sustainable tourism sector. These challenges range from political and security instability to the lack of adequate tourism investment and efficient tourism infrastructures and from the lack of tourism destination management and marketing policies and strategies to the inefficient diversification of tourism products and services.**

- **It is worth mentioning here that tourism hospitality and accommodation facilities, including lodging, catering and event planning, play an important role in attracting tourists. In this context, considering the high standard of services that global hotel chains brought into the tourism industry, it became crucial for the local tourism service providers to improve their services to match the level of international quality and standards in order to maintain their competitiveness in the global tourism market.**
- **Therefore, we are organising this training of trainers course with the aim of developing and enhancing technical skills and competencies of the participants, who work in this field as trainers, by familiarising them with the most recent global standards, practices and trends in hospitality services and enriching their expertise with good practices.**

Dear Participants,

- **As some of you may recall, the OIC-TVET Strategic Roadmap 2020-2025, which was prepared by SESRIC in close collaboration with the National Focal Points of the OIC-VET Programme, aims at improving the quality of TVET systems in our member countries based on best practices that have been proven globally.**

The document identifies a series of alternative measures to improve TVET practices with a view to developing innovative, effective and efficient actions for TVET teaching and learning.

- **Availing myself of this opportunity, I would like to thank all the National Focal Points of the OIC-VET Programme for their active participation and cooperation with SESRIC towards the implementation of this important roadmap. Once again, I invite them to continue their commitment and contributions towards achieving the objectives and targets of the said Roadmap, which was welcomed by the 35th Ministerial Session of the COMCEC.**
- **I would like to assure you that SESRIC, in its capacity as the Executing Organ of the OIC-VET Programme, will continue to take an active role in this important domain through supporting the efforts of our member countries towards enhancing the quality of their TVET systems and improving the technical capacities of their human resources.**
- **Before concluding, I would like to state that, as SESRIC, we are very glad to collaborate with the General Directorate of Vocational and Technical Education at the Ministry of National Education of**

Turkey. We trust their wide experience and we look forward to furthering our collaboration with them in the near future.

- **Thanking you once again, I wish you a fruitful discussions and productive exchange of experiences throughout the upcoming days.**

Thank you all for your kind attention. والسلام عليكم ورحمة الله وبركاته.