

Message from:

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Uganda, Rwanda and Burundi



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This year 2019, the ILO celebrates 100 years of advancing social justice and promoting decent work around the globe. As we reflect on this momentous milestone I know that the true story of our impact lies with the people whose lives initiatives such as the Apprenticeship Programme have changed. Behind this are the three keys of the Governments of Tanzania and Zanzibar, employers and workers coming together to open doors.

The Skill - Up Programme has paved the way for Apprenticeship training to gain credibility as a legitimate and attractive mode of training and path to employment. There is still more work to be done.

Tanzania has managed to increase its youth employment rate over the last decade, but it is not only the quantity of jobs but also the quality of jobs that matters. Quality Apprenticeship Training is a great avenue to ensure that young men and women are assured decent work opportunities as well as the tools for self-employment.

We would like to thank the Government of Tanzania and Zanzibar and our partners in the private sector in launching and implementing the Apprenticeship Programme, the very first of its kind in the Republic. Most importantly, congratulations to the Apprenticeship-graduates and those currently enrolled. The future of work belongs to you.

Our Partners

Our national partners

Government

- The Government through the Prime Minister's Office – Ministry of Labour, Youth, Employment, and Persons with Disability (Mainland) and Ministry of Labour, Employment, Elderly, Youth, Women and Children (Zanzibar)
- The Ministry of Tourism and Natural Resources
- Vocational Education and Training Authority (VETA)

Employers

- The Hotels Association of Tanzania (HAT)
- Zanzibar Association of Tourism Investors (ZATI)
- Association of Tanzania Employers (ATE)
- The Tourism Confederation of Tanzania (TCT)
- Zanzibar Employers Association (ZANEMA)

Workers

- Trade Union Congress of Tanzania (TUCTA)
- Conservation, Hotel, Domestic and Allied Workers Union (CHODAWU)
- Zanzibar Trade Union Congress (ZATUC)

Our hotel industry partners

We are currently partnered with 32 hotels and resorts in Zanzibar, 13 in Arusha and 7 in Dar es Salaam.



Visit: www.ilo.org/skill-up for more information

The International Labour Organisation (ILO)

Country Office for the United Republic of Tanzania,
Kenya, Rwanda, Uganda and Burundi

Kazi House, Maktaba Street Dar es Salaam

This programme
receives financial
support from the



Norwegian Ministry
of Foreign Affairs



Apprenticeship Programme

Better Skills for Better Jobs

Imagine a future where young Tanzanians can gain quick access to labour markets even before graduating. Imagine a programme tailor made to allow youth to earn while learning in a real time workplace, where training is interrelated with production and service delivery.

The future has already begun with the 2017 launch of the Quality Apprenticeship Programme by the Governments of Tanzania, Mainland and Zanzibar under the Norwegian Government funded ILO Skill-Up Programme. Since its inception, 185 young men and women from Arusha, Dar es Salaam and Zanzibar have enrolled into the government certified Apprenticeship Programme in hospitality.

The programme exposes Apprentices to workplace culture and networks in top hotels and resorts. In the same vein, Apprentices are given the skills to navigate the difficult school-to-work transition period which often traps their peers in informal, low income activities. Lifelong learning is the end goal. All Apprenticeship graduates receive ongoing post training support through mentorship and employability/entrepreneurship skills training.

Join us as we embark on the next phase with a new intake of even more Apprentices in Zanzibar and Mainland. The project is proud to work with the governments of Tanzania and Zanzibar for the expansion and institutionalization of the Apprenticeship Programme.

Why Apprenticeship training works

- The ILO supports quality Apprenticeship as a unique form of technical vocational education which increases skills relevance by matching training needs with labour market demands.
- This mode of training facilitates the school to work transition period.
- Apprenticeships promote active collaboration between training institutions and employers.
- Apprenticeships make good business sense by providing stable and reliable pipeline of qualified workers, increase productivity and lower recruitment costs.
- The ILO supports Apprenticeship programmes regulated and financed by laws and collective agreements and policy decisions arising from social dialogue.
- In Tanzania the ILO works with the Government, social partners and the private sector to design and implement the Apprenticeship policy and guidelines.



Their Stories



Carol Mollel

Carol Mollel, 26, completed her Apprenticeship training at the African Tulip Arusha in December 2018. One month after graduating Carol was offered a front desk operations job at the same hotel after 18 months of apprenticeship training. Caroline's best accomplishment is acquiring the skills to teach her co-workers.

"I enjoy training others on our front desk management system (Apex) which I was taught to use during my Apprenticeship."

The oldest of 4 daughters raised by a single father, Carol now has a sense of direction after sacrificing her own education to support her younger sisters.

"I have a 5 year plan now! I want to own my own business and open a home for orphans in my town."

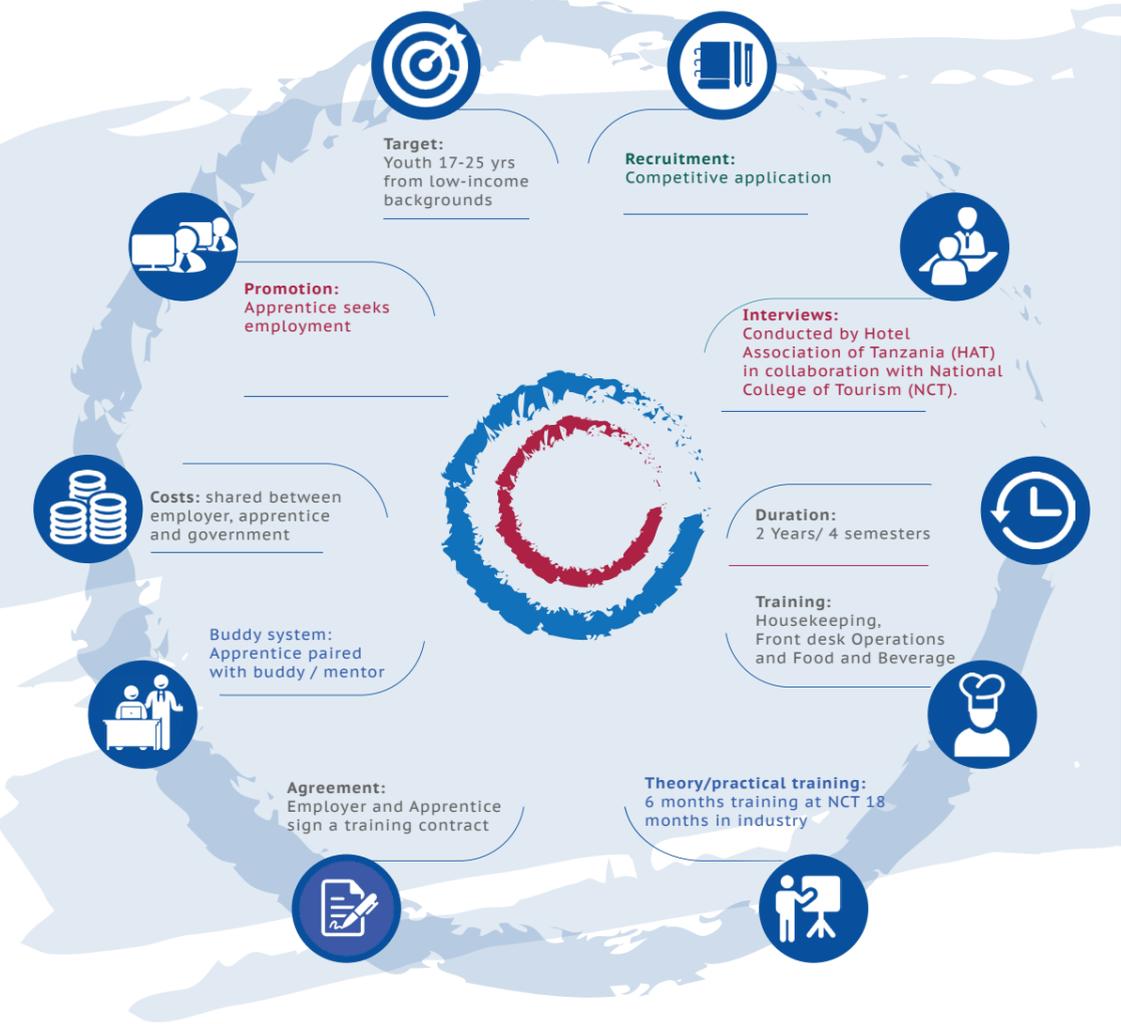


Erick Shiman

Erick, 24, like many of his fellow Apprentices was not able to pursue a higher education due to his family's financial constraints. Out of school and unemployed, Erick jumped at the opportunity for an apprenticeship programme and specialized in the food and beverage department. After completing training at the Ngorongoro Sopa Lodge he was offered a full time post and is now able to support his single mom and younger sister.

"I think I have always been confident, but the apprenticeship programme has allowed me to have direction and given me something to be confident about."

Programme Features



Our Impact

- Developed and implemented first ever full accredited formal Apprenticeship programme at technical level 5 in Tanzania.
- 171** Apprentices graduated with Apprenticeship certification in Hospitality and Tourism
- School to work transition period reduced from 1 year to 3 months after graduation
- 170** Hotel supervisors trained
- Tripartite Steering Committee formed in Zanzibar to oversee apprenticeship programme
- 160** Apprentices received employability and entrepreneurship training
- 52** Partner hotels engaged in apprenticeship training

Their Stories



Ramadhan Nassor

Ramadhan, 26, is proud to be a fulltime employee at the Melia Hotel and Resort in Zanzibar where he was offered a post before formally graduating. Ramadhan now works at the 5 star resort's private villas as a butler, a post which allows him to perfect the art of excellent customer service.

"I want to build a good record. Most of the guests I serve post very positive reviews on Trip Advisor (a hotel service ranking website) and I enjoy finding creative ways to assist them. Truly this is through the skills I received during training. I now consider myself a professional in customer service thanks to the Apprenticeship Programme!"



Saada Mzee

Saada, 26 from Zanzibar, spent more than one year looking for employment after completing a diploma in agriculture. But everything changed when she was accepted into the Apprenticeship programme. Determined to take advantage of the opportunity, Saada excelled during her Apprenticeship training was awarded a special certification by the President of Zanzibar.

"I could not have imagined receiving an award from the President. This programme has changed my life in so many ways. After months of searching I now have full time employment at Baraza Resort in Zanzibar!"