



NATIONAL COLLEGE OF TOURISM

NCT

NEWSLETTER

VOL 1 JULY - SEPT 2019



WELCOME

NATIONAL COLLEGE OF TOURISM

"A Ladder to Excellence"

TABLE OF CONTENTS

Greetings from NCT's CEO	2
NCT Long Courses	4
NCT Certified Apprenticeship	5
NCT Short Courses	6
NCT Services	7
NCT Stakeholders Involvement	8
NCT Staff Engagement	9
NCT Technology	10
NCT Future Plans	11
NCT Board Members	12



1

GREETINGS FROM NCT's CEO

The National College of Tourism (NCT) is a public institution under the Ministry of Natural Resources and Tourism with the mandate to offer training, research and consultancy services in hospitality and tourism. To enhance communication with stakeholders, NCT is delighted to introduce its quarterly newsletter, in which we shall be sharing insights and news regarding our guests and activities to improve Tourism and Hospitality through training and best practices.

With more than 50 years of experience, we continue to be committed to offering high quality education and training to everyone wishing to take up a lucrative career in the Hospitality and Tourism industry.

It is in this spirit that we thank you for your interest in joining the National College of Tourism and welcome you to experience Tanzania like never before.

“ It still feels like my first month at work with all this enthusiasm, growth and creativity within me. This has been supported endlessly by the NCT staff as well as the Ministry of Natural Resources and Tourism.

We stand prepared to improve the training environment for our students, offer quality education and to provide the industry with able minded and well groomed candidates.

Our relationship within the industry sector and practitioners is of utmost priority. ”

Dr. Shogo Mlozi Sedoyeka (Ph.D)
CEO OF NATIONAL COLLEGE OF TOURISM





Hon. Dr. Hamisi Kigwangalla, Minister for Natural Resources and Tourism officiate the launching of NCT Ministerial Advisory Board (MAB) in December 2018 at Bustani Campus.



A group photo of NCT staff members with Permanent Secretary - MNRT, Prof. Adolf Mkenda (front line, second from left) at NCT head office Bustani Campus.



Mr. Albert Okal, ILO Skills Development Program Officer, receiving an appreciation gift offered by the College during the 16th graduation ceremony.



NCT Tourism students during a camping practical session.



Mr. Thomas Mchaki; Front Office Manager - Southern Sun Hotel, Dar Es Salaam, giving first year students hotel industrial basics.



NCT students learn different cultures through cultural engagements such as the Chinese Cultural Festival



NCT students showcasing the products prepared during the practical training sessions.



Mr. Herman Alphonse, food and beverage services instructor, introducing basic restaurant procedures to level 4 NCT students.



A group photo of NCT staff Members during Urithi Festival celebrations held at Makumbusho grounds in September, 2018

NCT GALLERY

2

NCT TRAINING FEATURES LONG COURSES

The National College of Tourism is striving to become a centre of excellence in delivering high quality training, research and consultancy services in the Hospitality and Tourism industry.

PROGRAMS OFFERED

The College offers certificate and diploma courses as follows:-

• NTA LEVEL 6: Ordinary Diploma Courses

- Ordinary Diploma in Travel and Tourism
- Ordinary Diploma in Hospitality Management

• NTA LEVEL 4 & 5: Technical Certificate Courses

- Technical Certificate in Tour Guiding Operations
- Technical Certificate in Travel and Tourism
- Technical Certificate in Hospitality Operations (Specializations – Food and Beverages Services, Front Office Operations, Housekeeping and Laundry Services, Food Production, Pastry and Bakery)
- Certified Apprenticeship program in Hotel Operations.

WHY US?

1. Quality Training

Provision of quality training to our students has always been of paramount importance. NCT covers immense detail which prepares students to be efficient in all spheres of their career choices.



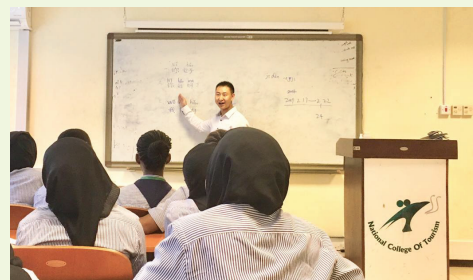
2. Student Engagement

All our students are fully engaged in various projects, field trainings and foreign languages to help them comprehend the knowledge that is available away from campus.

Additionally, it depicts the extent to which NCT is a highly reputable and acclaimed organization all across the country, in the provision of high quality training in Tourism and Hospitality.

3. Foreign Language

NCT students are constantly introduced to foreign languages including English, French and Chinese, enabling them to be more effective and diverse in the pursuit of their hospitality and tourism careers.



4. Career Day

National College of Tourism successfully organizes a Career Day annually in which various Stakeholders are invited to participate and share their ideas and experiences on how to improve the efficiency of the College in providing high Quality services.

3

NCT CERTIFIED APPRENTICESHIP

What is it?

Apprenticeship is a mode of acquiring skills at the work place in a structured environment with some components covered in a typical classroom context. It is neither an internship nor field attachment.

It is a joint training with industry partners that provides more training at the workplace than at the college.

The training is done, jointly, by qualified and experienced industry supervisors at partner hotels and by the College through College Tutors. This apprenticeship program is certified and accredited by National Council for Technical Education (NACTE).

• The Programme

In their first year, apprentices rotate through all hotel departments. In their second year, based on their interest and performance, they then choose one department to specialize in for the remainder of their tenure.

• The Benefits to the Apprentices:

The programme provides an opportunity for young people to get relevant skills and reduce skills mismatch.

The programme combines work and learning thereby integrating workplace practices, culture and network.

The programme reduces the school to work transition gap and improves work delivery and employability of the young people.



Mr. Jerome Kamuhangire mentor from Double Tree By Hilton Hotel demonstrating service skills to an NCT apprentice (second from right)

• NCT Apprenticeship Hotel Associates

These include Hyatt Regency, Holiday Inn, Well Worth Group of Hotels and Resort, Double Tree By Hilton, Southern Sun Hotel, Ramada Resort, Colosseum Hotel, Serena Hotel, White Sands Hotel, Best Western CBD and Kipepeo in the Dar es Salaam region.

In the Arusha region, hotels such as Protea, Golden Tulip, Mount Meru and Arusha Hotel are amongst those that have partnered with NCT for this program.

4

NCT TRAINING FEATURES SHORT COURSES

The College offers short courses for those who would wish to know more about the tourism and hospitality Industry. These short courses are meant to equip a student with basic skills for the hospitality and tourism industry.

After completion of the short course, the respective students are awarded a certificate that shows what was covered.



NCT tutor, Mr. Jafari Mwemtsi, providing an Entrepreneurship short course training to small scale food vendors operating in various areas of the Ilala District. The training was funded by Dar es salaam City Council.



Participants of a short course training on leadership (Innovation, Change Management and Problem solving skills) for Hospitality and Tourism provided by National College of Tourism in collaboration with the Canadian Executive Service Organization (CESO) and private sector , fifth from the left is the Chief Executive Officer of NCT, Dr. Shogo Mlozi Sedoyeka.



Mr. Bajuni Mussa, NCT Tutor, providing a customer care course for Julius Nyerere International Airport taxi drivers.



Mr. Comoro from ILO conducting a training session to NCT students on soft skills and employability at NCT Bustani Campus.

5

NCT SERVICES RESEARCH & CONSULTANCY

The College provides reputable research and consultancy services in line with the institution's objective, relevance and meaningfulness to the hospitality and tourism industry. NCT has a team of experts that are highly accredited and are long serving professionals in the industry with the competence and capacity to deliver high quality consultancy and research services.

Research Services



A group photo of participants with Guest of Honor, Former Permanent Secretary for Ministry of Natural Resources and Tourism, Major General Gaudence Milanzi (front line, fourth from left) during opening of the 5th International Conference of Sustainable Tourism in the Developing Countries (ICST-DC 2018) held at University of Dar Es Salaam 21st - 22nd June 2018



Consultancy Services

NCT is proud to have a mixture of human capital of high caliber and professionally experienced that enables it to provide a number of advisory services in the field of Hospitality and Tourism.

Due to the effective collaboration with both Public and Private Institutions, the college has managed to accomplish a number of consultancy services to the Ministry of Natural Resources and Tourism (MNRT), National Museum, Hospitality Managers, Hotels and Cruise ships to mention a few.



Director of Studies and Professional Activities, Ms. Jesca William, conducting a training to the hotel and tourism staff in the southern circuit.

6

NCT STAKEHOLDERS INVOLVEMENT

We have successfully created and maintained strong and sound relationships with our partners and tourism and hospitality industry stakeholders. This has been highly influenced by our incremental effectiveness and maximum efficiency in training and providing services.

Relationship Elevation

Advancing and strengthening relationships with our stakeholders and partners such as the ILO, the Italian Embassy, and the French Embassy is another important aspect to be achieved this year in order to enhance NCT's effectiveness in all spheres of its operations.



Dr. Shogo Mlozi, CEO National College of Tourism (middle), Mr. Antonio Zigilo (left), Principal Administrator of Ente Nazionale ACLI Istruzione Professionale (ENAIIP), together with the Italian Ambassador to Tanzania, Mr. Roberto Mengoni (right) in the ongoing discussion concerning NCT & ENAIIP Collaboration.

Swiss State Secretariat for Economic Affairs (SECO)

Through SECO funded projects, NCT was capacitated to become a center of excellence through enhancing industry linkages whereby teachers were attached to different tourism and hospitality organizations to observe and learn more on current trends and practicalities of the industry.

Endorsement and Funds

Increasing internal income generation is one of our current drivers. This is done so we are better positioned to attract even more funding from donors and sponsors because tourism is currently emerging and quite an influential sector.



ISTEP Program steering committee no 7 held at NCT Bustani Campus.

Improving Skills Training for Employment Program (ISTEP)

Through ISTEP, NCT in partnership with Vancouver Island University (VIU) developed curricula for three programs: Diploma in Event Management, Bachelor's Degree in Hospitality Management and Bachelor's Degree in Travel and Tourism Management.

Through this partnership, NCT was able to undertake training for teachers, and develop and deliver three short courses.

7

NCT STAFF ENGAGEMENT



NCT staff members at the British Council for language training.

• Foreign Language

To better improve our training, NCT staff members attend foreign language lessons at the British Council to develop their language proficiency funded by ILO.



NCT tourism tutor at the peak of Mt. Kilimanjaro during a staff training.

• Industrial Training

Every year, NCT staff members take part in special practical activities aimed at sharing experiences between the Tourism industry and training. This is one of our outstanding achievements that has consequently acted as a strategy for training improvement at the college funded by SECO.



Experts from Vancouver Island University (VIU), Jonelle Knowles & Aggie Weighill (second and fourth from left) in a group photo with NCT staff after a capacity building on Competence Based Training (CBET) and Assessment planning at National College of Tourism.

• Capacity Building

NCT facilitates regular capacity building for tutors and staff to ensure they possess with up-to-date technical and technological skills. This helps ensure NCT tutors are capable of producing graduates that are well trained to enhance service delivery in the Industry.

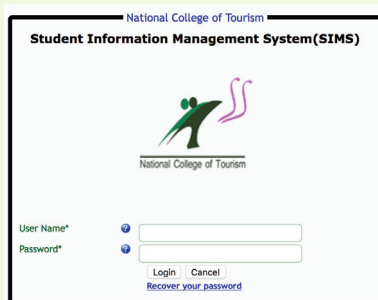
8

NCT TECHNOLOGY

We have started to automate our information through electronic systems.

These systems includes databases for students (SARIS), accounting & financial management system (EPICOR), Government Salary Payment Platform (GSPP) and staff management LAWSON are already up and running.

We have thrived in providing training on Opera systems, e-ticketing and reservations via the Amadeus software to travel and tourism students to give them a competitive edge in the market as well as E-LIBRARY.



NCT FUTURE PLANS

1

Improving Competence Based Training

NCT will continue to provide competence based training through vigorous training and state of art equipment available in training platforms. NCT will ensure that graduates are well trained to enhance service delivery in the industry.

2

New Programs

NCT plans to launch a Certificate and Diploma in Event Management.

3

Partner and Stakeholder Relations

NCT plans to facilitate continuous activities for strengthening and promoting relationships with partners and stakeholders to improve NCT's efficiency in all spheres of its operations.

4

Funding

NCT plans to attract and increase funding from international donors through various initiatives and activities. We also plan to increase internal income generation through staff-inclusive initiatives.

5

Foreign Language Competencies

The number of tourists from China has been increasing annually, making the Chinese language extremely important in the tourism sector. National College of Tourism offers a short course for the Chinese language for six weeks.

6

Innovation & Entrepreneurship

NCT is cultivating ways to foster students' creativity, critical thinking, innovation and entrepreneurship skills, which are key to building a successful career and business.

NCT BOARD MEMBERS

The Ministerial Advisory Board of the National College of Tourism is established by the Executive Agency Act No 13 of 2019. The MAB has a Chairman and five members who are appointed by the Minister of Natural Resources and Tourism



Mr. Iman J. Kajula – Chairman



Dr. Kokel L. Melubo – Member



Ms. Riadha M. Saidi – Member



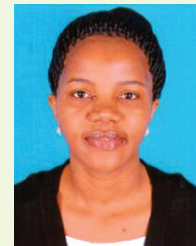
Mr. Timoth W. Mlay – Member



Prof. Wineaster S. Anderson – Member



Mr. Deogratias J. Mdamu – Member



Dr. Shogo M. Sedoyeka – Secretary

THE UNIQUENESS OF THE NATIONAL COLLEGE OF TOURISM

- We walk the talk
- Healthy conscious products - No additives
- High employability of graduates
- Strong academia industry linkage
- International linkage
- Hands-on training experience - Apprenticeship Program
- Strategic location/Premium College

OUR CAMPUSES

TEMEKE CAMPUS

Mahunda Street,
Tandika,
P. O Box 9181, Dar-es-Salaam, Tanzania.
Tel: +255 222 856 856/413-4
Mob: +255 753 221 100
E-mail: temeke.info@nct.ac.tz

BUSTANI CAMPUS

Junction of Samora Avenue and Shaaban
Robert St,
P.O Box 9181, Dar-es-Salaam, Tanzania.
Tel: +255 222 125 901/2
Mob: +255 753 221 100
E-mail: info@nct.ac.tz

ARUSHA CAMPUS

Sakina Area,
Nairobi Road,
P. O Box 6127, Arusha, Tanzania.
Tel: +255 272 970 321/322
Mob: +255 753 221 100
E-mail: arusha.info@nct.ac.tz

NATIONAL COLLEGE OF TOURISM

Website: www.nct.ac.tz | Email: info@nct.ac.tz
Tel: +255 22 2125 901/2 | Mob: +255 753 221 100



Accredited by:-



NCT Partners:-



International
Labour
Organization



Schweizerische Eidgenossenschaft
Confédération suisse
Confederazione Svizzera
Confederaziun svizra
Federal Department of Economic Affairs (FDEA)

Canada



CESOSACO



Hanns
Seidel
Foundation



NCT Memberships:-

Association of Hospitality and Tourism Schools in Africa (AHTSA)
International Association of Hotel School (EUHOFA International)
Tanzania Association of Tour Operators (TATO)
Hotel Association of Tanzania (HAT)

