



MINISTRY OF TOURISM AND NATURAL RESOURCES

NATIONAL COLLEGE OF TOURISM

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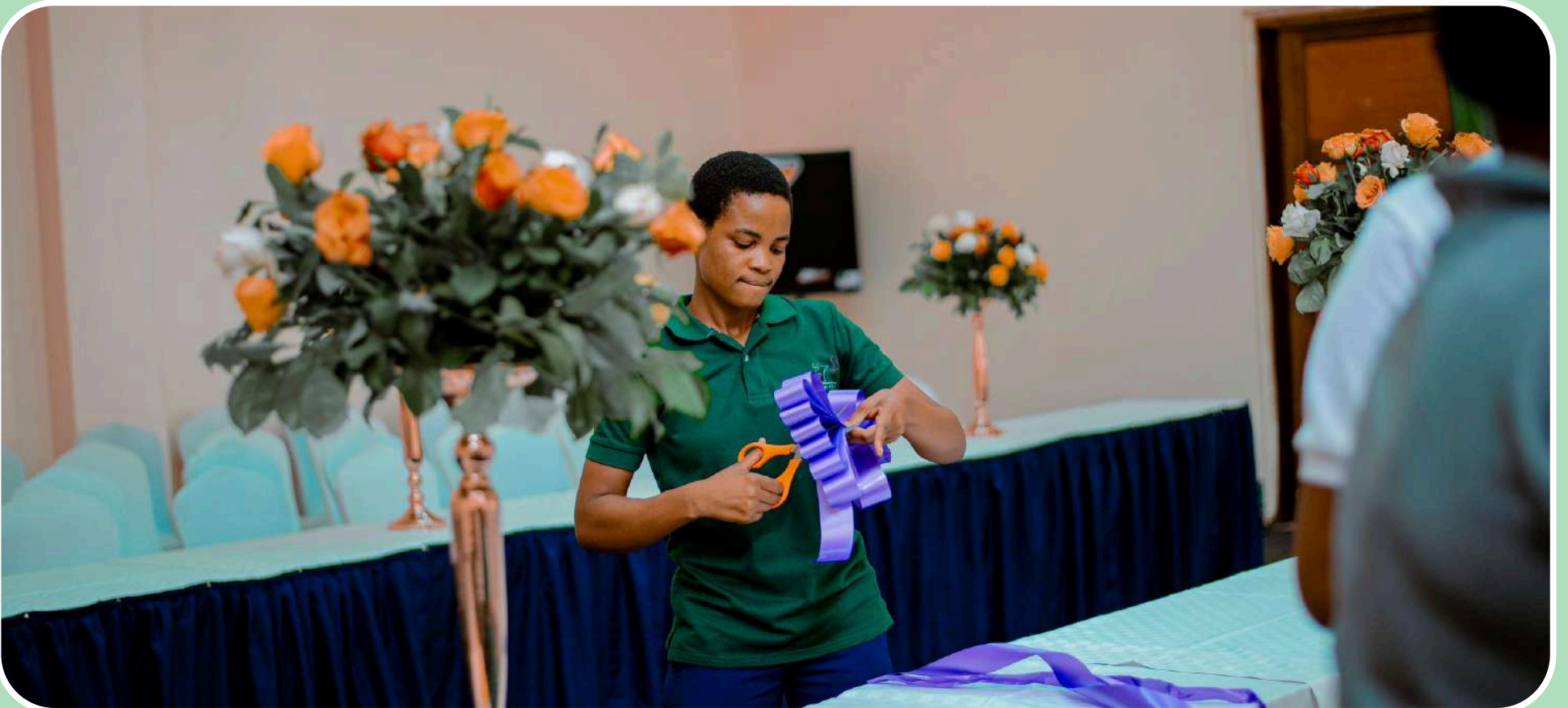
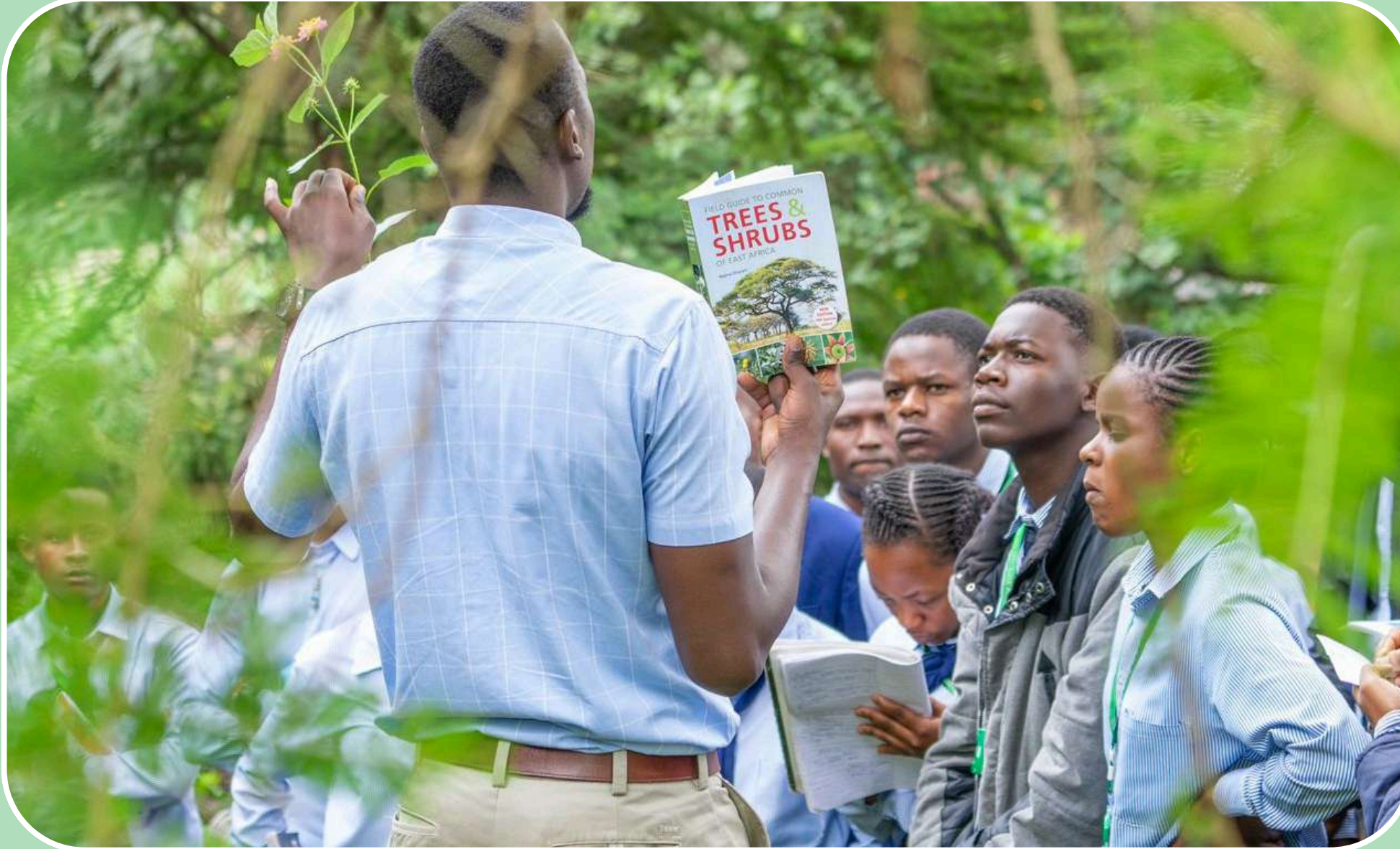
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STUDENTS PARTICIPATING IN PRACTICAL TRAINING



INTRODUCTION



Welcome to the Special Journal of the National College of Tourism, highlighting the achievements of the College as well as the significant and historical milestones reached from August 2022 to June 2024. During this period, we have witnessed great progress in training delivery, increased use of technology, infrastructure improvements, and the strengthening of services for students and the community at large.

The aim of this journal is to provide a summary of the successes achieved through the efforts of the Sixth Phase Government led by H.E. Dr. Samia Suluhu Hassan, President of the United Republic of Tanzania, the Ministry of Natural Resources and Tourism, the Advisory Board, the College Leadership, staff, students, and our key stakeholders. We take pride in these steps, which have brought positive changes and propelled us forward in our journey to become a center of excellence for training and research in the tourism and hospitality sector in the country.

These achievements include the commencement of the construction of an Academic Block at the Arusha campus, the launch of the NCT New Salary Scheme, a new institutional structure, and the filling of key executive positions. During this period, the College has successfully implemented a new Scheme of Service, updated the Client Service Charter, and signed Memorandums of Understanding (MOUs) with various national and international institutions.

In education and research, we have successfully organized the 2nd and 3rd International Conferences, established an Innovation and Entrepreneurship Center for students, and enhanced our library and laboratory services with modern technology. Additionally, we have made significant improvements to learning environments across our campuses, including the renovation of Bustani Campus, the provision of high-quality catering services in Kiserikaki Mtumba, Dodoma, and the acquisition of land in Mwanza City and Njombe Region for the expansion of our development projects.

These achievements have been made possible through great effort and collaboration with all relevant stakeholders. We invite everyone to continue working with us to sustain and further these successes. This journal serves as a testament to our efforts and our commitment to continuously improving education and services for the benefit of our tourism sector and the community at large.

We hope this journal will inspire and encourage our collective efforts to drive positive change and achieve our long-term goals. On behalf of the College leadership, I extend my sincere gratitude for your continued support. You are warmly welcome to explore this journal for in-depth insights into the progress we have made and the milestones we have achieved.

Dr. Florian Mtey, (PhD)

Principal



BUSTANI



ARUSHA



MWANZA



TEMEKE

ABOUT THE COLLEGE

The National College of Tourism (NCT) is a public institution established under the Agency Act No. 30 of 1997. The College is entrusted with the responsibility of providing training, conducting research, and offering professional consultancy in the fields of Hospitality, Tourism, and Event Management.

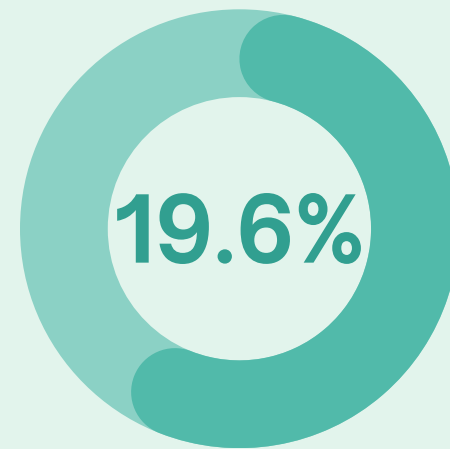
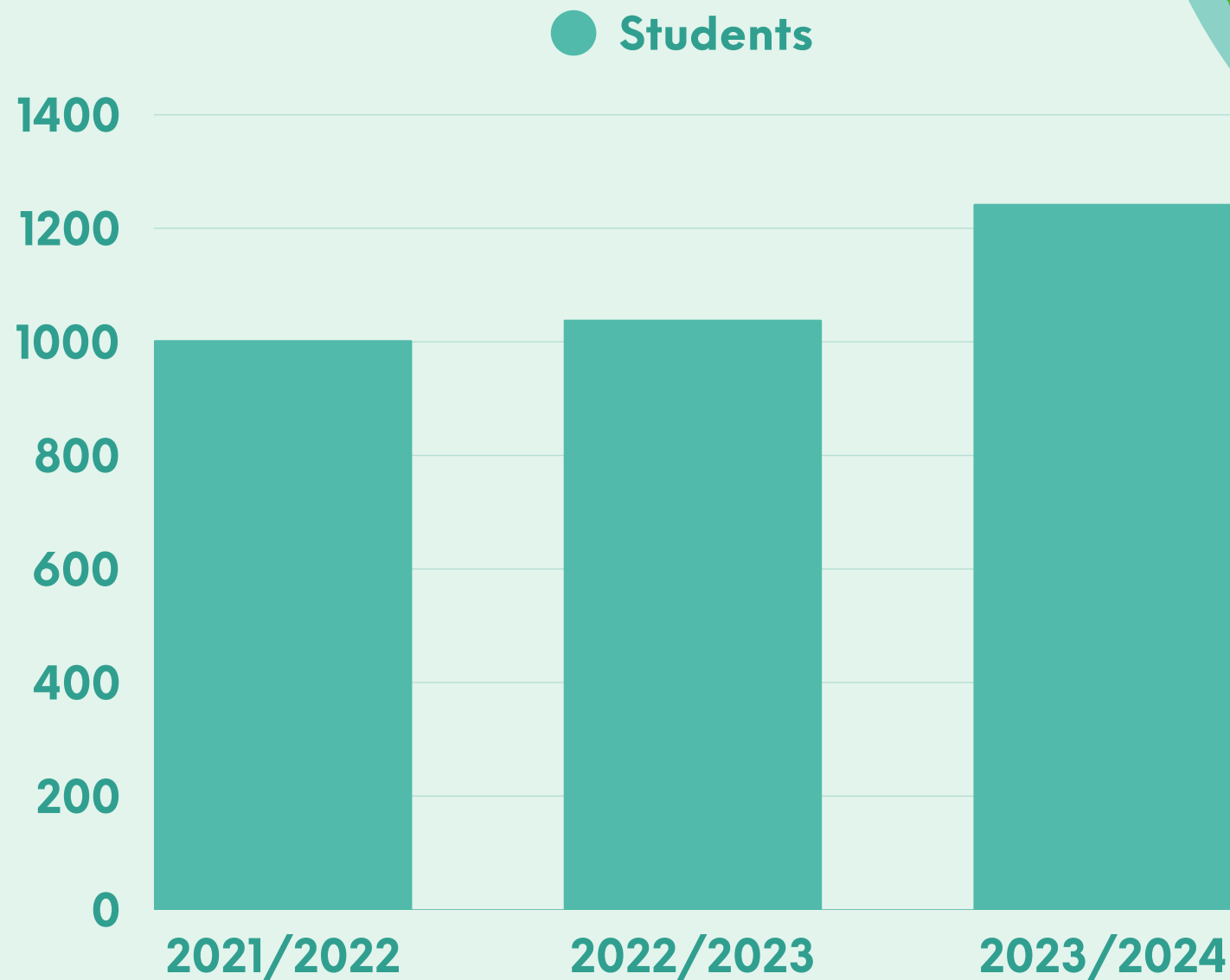
The National College of Tourism has a total of four campuses: Temeke (2001), Arusha (2008), Bustani (2011), and Mwanza (2020).



COLLEGE GRADUATION CEREMONY AT JNICC



ADMISSION



The College has continued to witness an increase in the number of students enrolling in various courses in Tourism, Hospitality, and Event Management across all four campuses (Bustani, Mwanza, Temeke, and Arusha). For the academic year 2023/2024, the College has received a total of 1,243 students, marking an increase of 204 students, which is a 19.63% increase compared to the 2022/2023 academic year.


THE DRAWING OF THE NEW ACADEMIC BUILDING AT THE ARUSHA CAMPUS.





INFRASTRUCTURE

Construction of the new Academic Block (ARUSHA)



The university has successfully started the construction of a new Academic Block at the Arusha campus in September 2023. These buildings will include modern classrooms, training laboratories, and lecturer offices, all aimed at improving the teaching and learning environment.

Once completed, the building will have the capacity to accommodate more than 2,000 students.

COLLEGE STAFF IN VARIOUS EVENTS.





STAFF

Salaries (NCT New Salary Scheme)

In December 2023, the College successfully began implementing the new salary scale, which has improved the benefits for employees. This plan has brought joy to the staff and has increased their motivation and work productivity.

Scheme of Service

The College improved its structure of service to enhance efficiency in achieving the institution's goals. By May 2024, a significant number of new positions had been filled.

STAFF

Staff Promotion

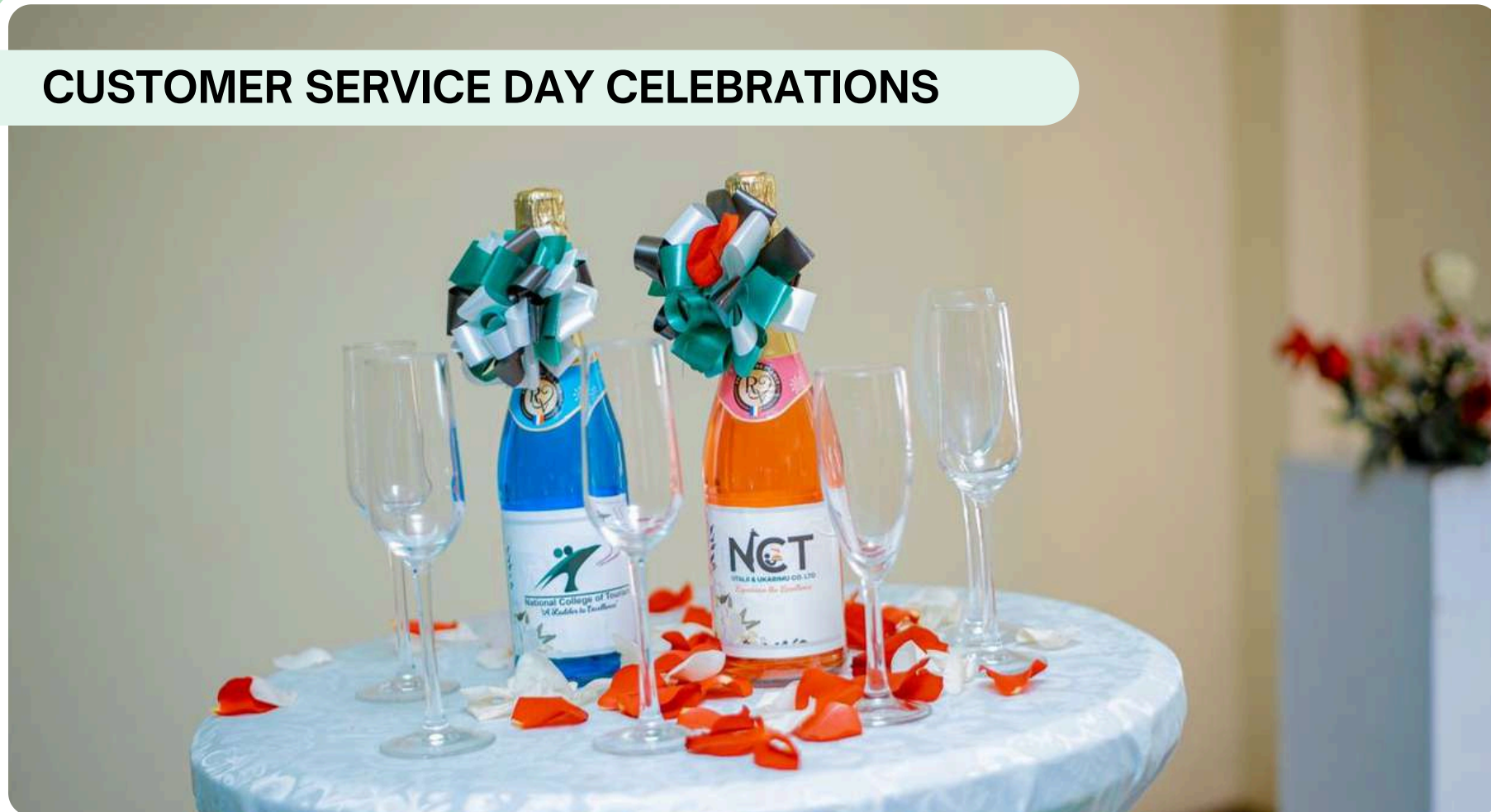
More than 50 employees have been promoted due to their efforts in performing their duties, in accordance with the laws, procedures, and regulations of public service.

New Employment

The university has hired more than 30 new employees in various departments to enhance efficiency and provide better services.



CUSTOMER SERVICE DAY CELEBRATIONS



QUALITY SERVICE

Client Service Charter

In the 2023/24 financial year, the university launched a new customer service agreement that provides guidelines and standards for quality service to students and all other university stakeholders.

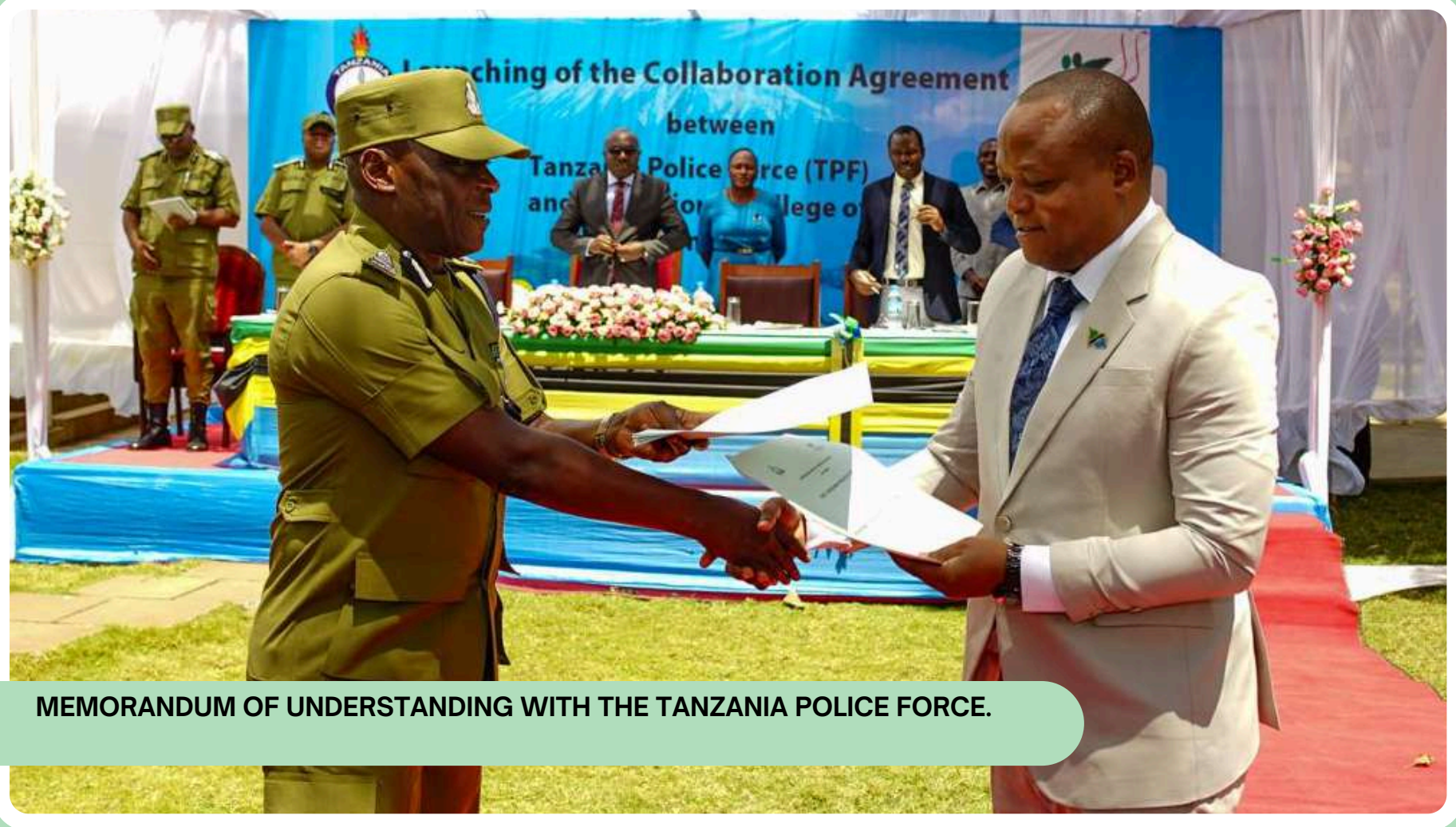




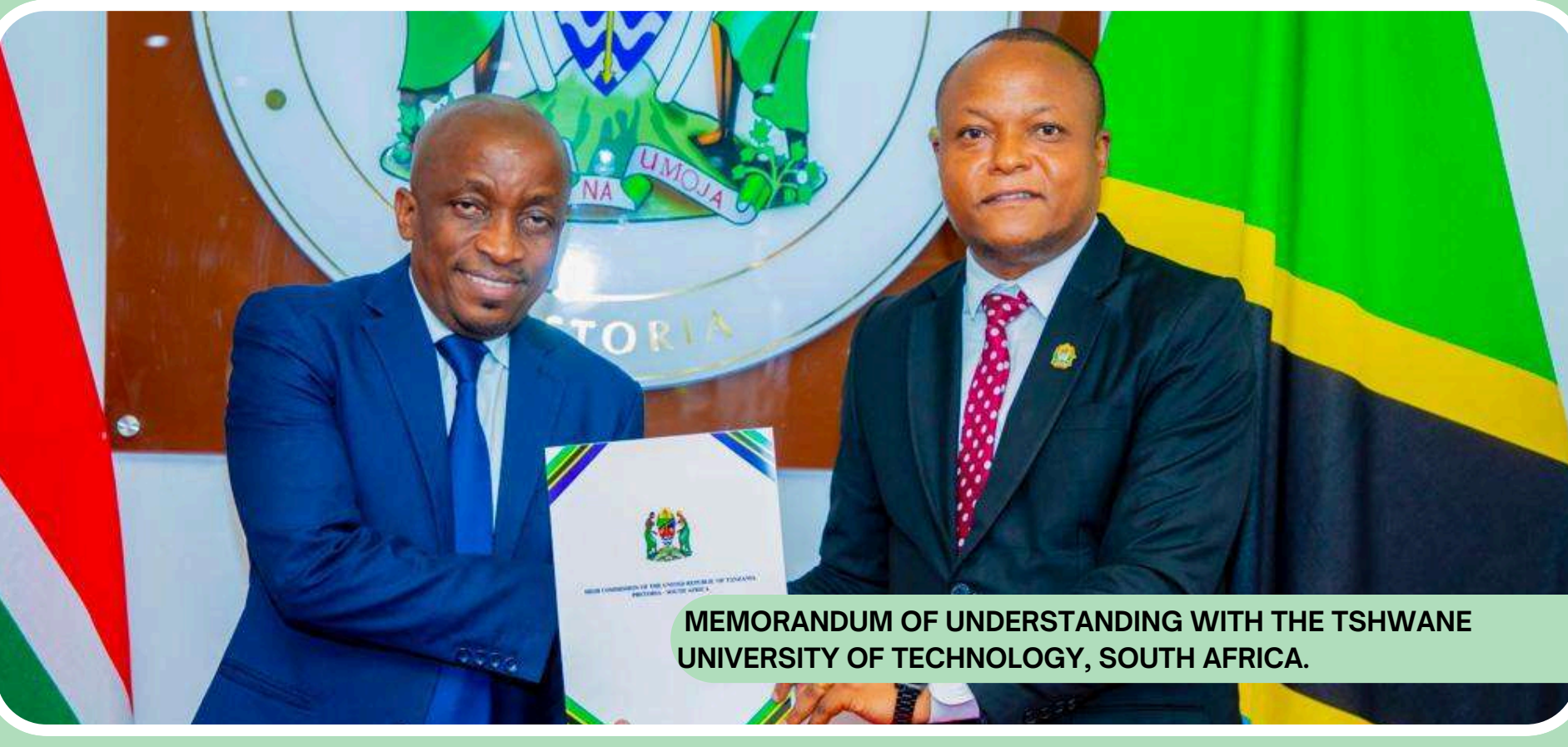
MEMORANDUM OF COLLABORATION WITH THE DAR ES SALAAM MARITIME UNIVERSITY (DMI).



PROGRAM ADVISORY COMMITTEE MEETING (PAC)



MEMORANDUM OF UNDERSTANDING WITH THE TANZANIA POLICE FORCE.



MEMORANDUM OF UNDERSTANDING WITH THE TSHWANE UNIVERSITY OF TECHNOLOGY, SOUTH AFRICA.

STRATEGIC PARTNERSHIP



The College has signed collaboration agreements with various institutions, including:

- Tshwane University of Technology, South Africa
- Tanzania Police Force
- Dar es Salaam Maritime University (DMI)
- State University of Zanzibar (SUZA)
- Prime Minister's Office, Labour, Employment, Youth and Disabled Affairs (PMO)
- Vaal University of Technology, South Africa
- Muhimbili National Hospital
- VETA
-

TRADITIONAL FOODS FESTIVAL



TRADITIONAL FOODS FESTIVAL

In the 2023/24 academic year, the College organized a Traditional Foods Festival that involved students, lecturers, and various stakeholders. The event aimed to promote culture and preserve traditional Tanzanian foods.



In the picture.

The College principal on the right, along with lecturers from the National College of Tourism, who participated in this Traditional Foods Festival in Tanzania.

INTERNATIONAL CONFERENCE

During this period, the university organized the second International LIATH-DC Conference, which brought together academics and stakeholders in the tourism sector. Participants from various countries such as Kenya, Zambia, South Africa, and Tanzania took part in the conference, where over 35 research papers were presented and discussed.

Additionally, the university is preparing for the third International Conference (3rd LIATH-DC), which is being organized in collaboration with Tshwane University of Technology (TUT) and Kenya Utalii College (KUC). The conference is scheduled to take place in November 2024 with the theme "Green and Blue Tourism Strategies Towards Sustainability and Digitalization."



FOOD AND BEVERAGE SERVICE



- The College has introduced a food service in the Kiserikaki Mtumba area, Dodoma, aiming to improve the nutrition and health of the local residents while also increasing the institution's internal revenue.



GROUP PHOTO OF THE COLLEGE LEADERS AND REPRESENTATIVES OF THE TANZANIA POLICE FORCE AFTER SIGNING THE MEMORANDUM OF UNDERSTANDING.



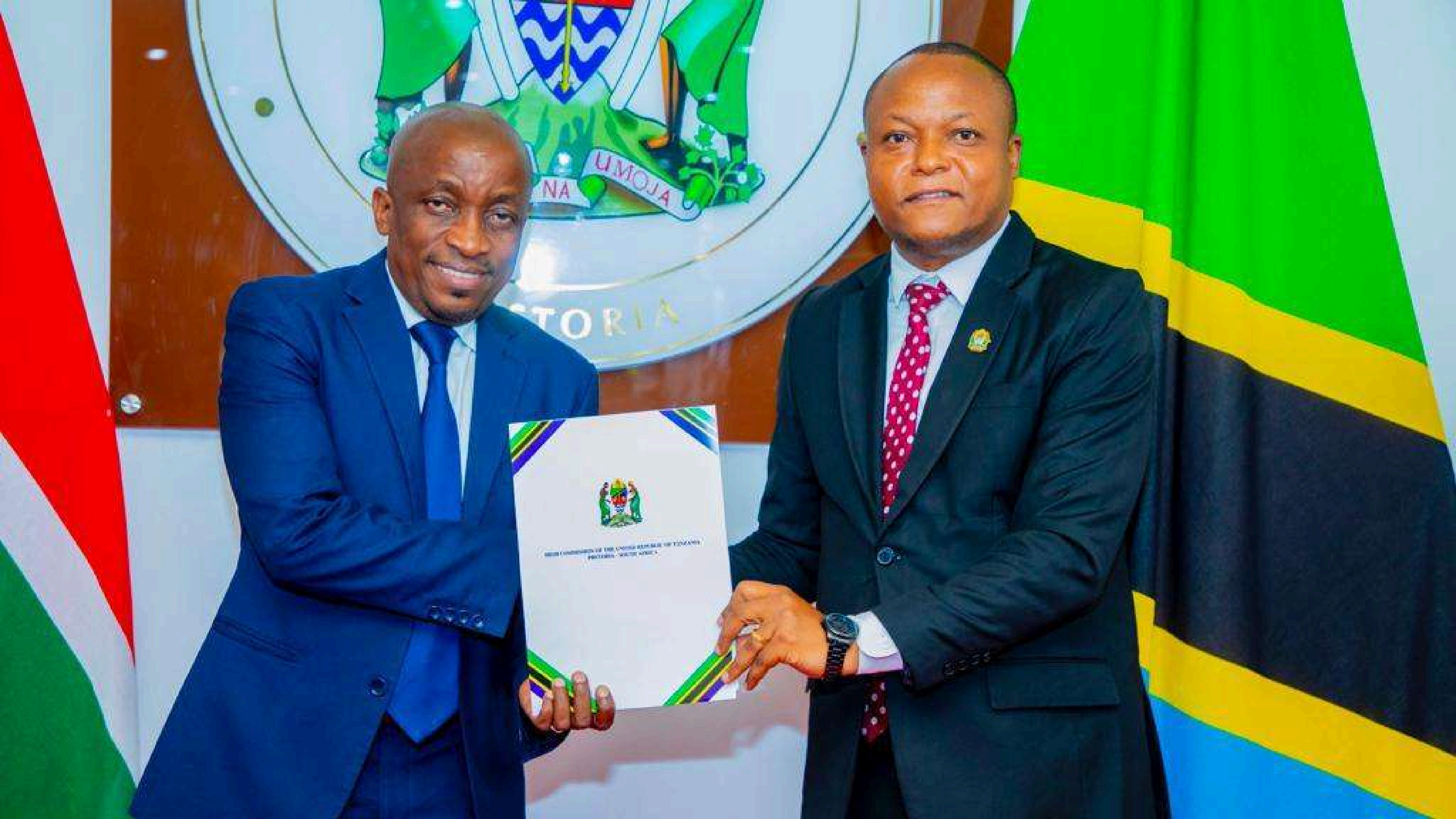
LAND ACQUISITION

The College has acquired 25 acres of land in Njombe Region for the expansion of services provided by the institution.

Ilemela

The College has obtained land titles in the Ilemela Municipal Council, Mwanza City, for the development of the Mwanza Campus. So far, the university owns 108,016 square meters in the Shibula area and 8,880 square meters in the Semba area.





NA UMOJA

TANZANIA

MINI COMMISSIONER OF THE UNITED REPUBLIC OF TANZANIA
PROCESSES - WAZIWA AGAZI

TRAINING FOR STAKEHOLDERS

During this period, the college successfully conducted short courses for various stakeholders in the tourism value chain as follows:

1. Over 8,130 Police Officers were trained on tourist-friendly police services, particularly in customer service, tourism management, and time management.
2. More than 400 Immigration Officers were trained on providing quality services to visitors, especially tourists entering and leaving the country.
3. Additional training was conducted for 10 flight attendants from the Tanzania Government Flight Agency (TGFA) between March 28 - April 8, 2024.
4. The college continues to offer a specialized course for "Ship Cooks" in collaboration with the Dar es Salaam Maritime University (DMI). This course began in February 2023, and so far, a total of 28 Ship Cooks have graduated.
5. The college also conducted customer service training for 76 employees from the Tanzania Railways Corporation, who provide services on the Standard Gauge Railway (SGR), as part of joint efforts between our institutions to improve services offered on the train.



SCHOLARSHIP FUNDING

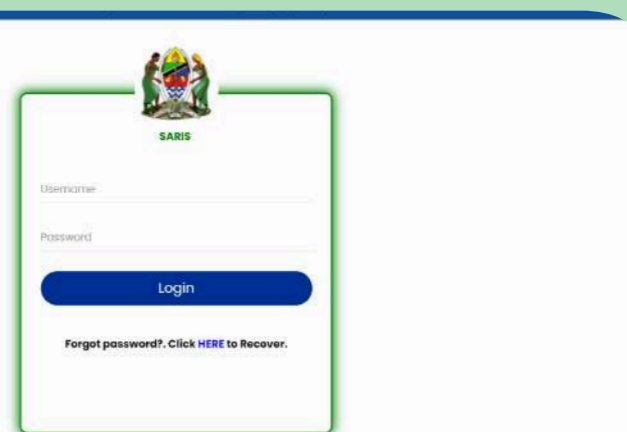
More than 20 students have received scholarships through the Pangani Scholarship Fund, which aims to assist students in need. These students are enrolled in tourism and tour guiding programs.



Use of Technology

The college has expanded the use of various digital systems and technologies in the delivery of its training and services. These systems include:

Student Information System (SARIS)



Hotel Reservation System - OPERA



Academic Publication Management System - (Repository)



Additionally, the college has strengthened the use of various government systems, including the Government Procurement System (NeST), the Government Payment System (MUSE), and the Public Service Performance Evaluation System (PEPMIS).



OTHER ACHIEVEMENTS

- Participation in environmental conservation campaigns
- Establishment of an innovation and entrepreneurship center for students. This center will assist students and graduates of the college in starting and managing their own businesses.
- Collaboration with the private sector in community development projects.





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