

PROSPECTIVE VOCATIONAL TRAINING

Tourism Sector

Subareas:

- ✓ Hosting Services
- ✓ Recreation Services
- ✓ Travel Services





INTECAP, responsible for planning the training-needs projection, requires of systematized methods to set strategic actions for possible future environments.



SECTOR CONTEXT

- Tourism is one of the major economic activities in Central America, in Guatemala it has evolved to become one of the main foreign exchange industries.
- Tourism enterprises employ one out of ten workers in the world.

- In 2012, INTECAP trained 4,694 participants in this area by investing 15,153 training hours.



First round

Technique used

Documentary investigation



Direct interview



Panel specialists



Description of activity

Investigation of Technologies and Tourism Occupations

Data Validation

Determination of Technologies and Emerging Occupations

Panel specialists



Fill in Occupational Impact Matrix

Second round

University panel specialists



Review of Technology Impact Occupational Matrix

Specialists' Interviews



Matrix Review and analysis of Academic Committee observations

Documentary investigation and interviews



Compilation of Information for contextualization, technological, dimension and recommendations

Final report preparation



TECHNOLOGIES IDENTIFIED

- Telephone systems for data transmission through the Internet
- Systems and equipment for satellite Geopositioning
- Global computer reservation systems
- Last Generation Equipment for Electronic Translation
- Communication systems and equipment for local hotel and tourism enterprises





...TECHNOLOGIES IDENTIFIED

- Virtual reality systems to promote tourism
- Personalized electronic guides
- Electronic Forfait (payments)
- Equipment and systems for disabled accessibility
- Thalassotherapy equipment for hotels
- Hotel computer systems for automatic check in and out





OCCUPATIONS ANALYZED

- Hotel Industry Administrator
- Tourist Industry Administrator
- Tourism Technician
- Hotel Industry Technician
- General Guide to Tourists
- Specialized Guide for Tourists
- Local Tourist Guide
- Community Guide



CONCLUSIONS

- **The Prospective Method can identify new technologies in a particular areas of study and knowledge to be added to existing training plans.**
- **The inclusion of industry experts prospected, allows a more objective analysis of the existing and future technologies and occupations that will be impacted.**
- **Although it is difficult to achieve closer ties with specialists from universities, their inclusion in the survey provided information and compare different career plans, which will allow a more comprehensive and complete training.**

- Because it serves both domestic and foreign tourism, it is important to take in mind socio-economic and cultural factors in each country in the Prospecting Technology.
- Software tools are essential for rapid communication with experts and efficient management of information



RECOMMENDATIONS

- 1. Review the professional profiles of occupations to include knowledge related to the technologies in question, according to their level (operational, middle and executive).**
- 2. Upgrade the design of the training offer based on the revision of the new professional profile that arises from prospected technologies.**
- 3. Provide continuous courses through products of the institution, and other additional specific topics of each technology.**
- 4. As a result of the study it was determined that the Technician Hospitality and Tourism occupation can be created.**



**THANK YOU
FOR YOUR ATTENTION**