

# 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.

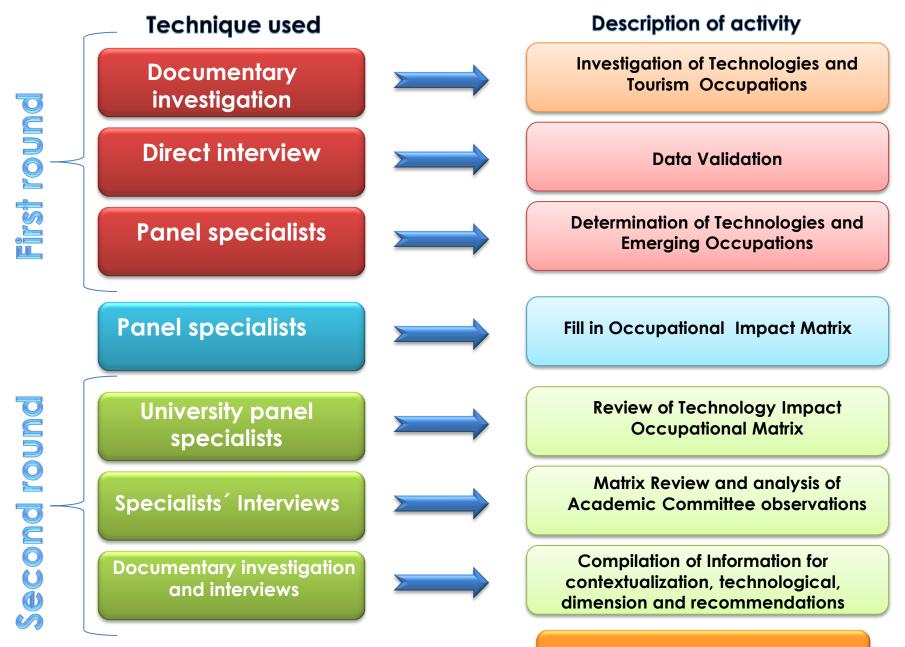


### **SECTOR CONTEXT**

- 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.





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.



#### ...CONCLUSIONS

- 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