

## QUESTIONNAIRE- PILLAR 3 EMPLOYMENT, DECENT WORK AND HUMAN CAPITAL

To facilitate a quick assimilation of the situation, the columns after the questions provide the opportunity to allocate a score, if applicable. This is based on the following scale:

1	Area of particular need/opportunity – highest priority for action/intervention	Priority for action <b>High</b> ↓ <b>Low</b> Priority for action
2	Improvement required – should also be considered for intervention/support	
3	May benefit from some improvement – but less current need for intervention	
4	Appears to be satisfactory – maintain	
5	Area of apparent strength – may provide an example to others	
X	No information available to answer the question /This could not be assessed	

3.1 Human Resources planning and working conditions								
Issue 1: The existence and scope of a Human Resources policy, plan and actions, discussed and agreed with the private sector and other stakeholders								
	QUESTION	COMMENT	Priority for action					X
			High	→			Low	
			1	2	3	4	5	
a	Is tourism reflected in overall Human Resources policies and plans?							
b	Is there a discernible Human Resources policy and plan for tourism, linked to an overall Tourism Policy/Master Plan?							
c	How comprehensive is the country's HR plan and/or actions in this field?							
d	Are there trade unions or other workers' representatives active in the sector?							
e	Have bodies representing private sector tourism businesses addressed HR issues?							
f	Is there consultation and dialogue on HR planning with all stakeholder representatives?							
g	Are there incentives and initiatives for promoting employment, including to particular groups?							
Issue 2: Ensuring that workers' rights and conditions for decent work are met								
a	Is the tourism sector respecting workers' rights and meeting the conditions of decent work?							
b	Does legislation provide a sufficient basis for requiring and enforcing decent work in the tourism sector?							
c	How effectively are labour laws and related regulations applied in the tourism sector?							
3.2 Skills assessment and the provision of training								
Issue 1: The level of understanding of skills gaps and training needs								
a	Has an assessment of skills gaps and training needs been carried out, covering the existing industry and future development							
b	Is there perceived to be a lack of skills amongst current tourism workers and in what areas?							
c	Is there perceived to be a lack of available labour with necessary skills and in what areas?							
d	Is there perceived to be a lack of knowledge of sustainable tourism and of related practical skills?							
Issue 2: The availability of sufficient training and capacity building programmes, standards and institutions								
a	Has there been any systematic assessment of tourism training provision?							

	QUESTION	COMMENT	Priority for action					X
			High	Low			→	
			1	2	3	4	5	
b	Are tourism training institutions and courses subject to quality accreditation?							
c	Is the number, capacity and accessibility of training institutions, bodies and teachers considered sufficient for the sector's needs?							
d	Do the training institutions have sufficient resources, including qualified staff and equipment?							
e	Is the range of managerial and technical courses available at different levels appropriate for the sector's needs?							
f	Is there a system of skills standards and qualifications relevant to the needs of the tourism sector?							
g	Is tourism promoted as a career to young people, linked to training?							
h	Is sufficient training available and provide in tourism sustainability issues and related skills?							
<b>Issue 3: The level of engagement of the private sector in supporting training and capacity building</b>								
a	Has the private sector been engaged in skills assessment and design and provision of training courses?							
b	Does the private sector make sufficient provision for training and career development for their staff and the local community?							