



AGA KHAN FOUNDATION  
CANADA

## Hospitality Management Program Developer

*Host Agency: University of Central Asia, School of Professional and Continuing Education, Tajikistan*

*Placement: Virtual/Remote*

*Duration: 9 Months*

### **About AKF Canada**

Aga Khan Foundation Canada (AKFC) is a leading global development organization and registered charity working to tackle the root causes of poverty. Since 1980, we have helped create strong community institutions that support sustainable, locally-driven initiatives to improve the lives of millions of people in Africa, Asia, and the Middle East. By combining local knowledge with global best practices, we strive to bring about transformative and long-lasting improvements to quality of life. In Canada, AKFC mobilizes funding and expertise, and promotes awareness of global issues. In all of our work, advancing gender equality, inclusion and pluralism are key objectives and approaches.

Working alongside the agencies of the Aga Khan Development Network and through partnerships with local communities, civil society, and business as well as governments and international aid agencies, we are building a future where we all thrive together.

### **About UCA**

The University of Central Asia (UCA) was founded in 2000 as a private, not for profit, secular university through an International Treaty signed by the Presidents of Tajikistan, Kyrgyzstan and Kazakhstan, and His Highness the Aga Khan; ratified by their respective parliaments and registered with the United Nations. The Presidents are the Patrons of the University and His Highness is the Chancellor. UCA's mission is to promote the social and economic development of Central Asia, particularly its mountain communities, by offering an internationally recognised standard of higher education, and enabling the peoples of the region to preserve their rich cultural heritage as assets for the future. UCA brings with it the broader commitment and partnership of the Aga Khan Development Network. For more information, visit: [www.ucentralasia.org](http://www.ucentralasia.org)

In 2006, UCA established the School of Professional and Continuing Education (SPCE), which is now one of the largest providers of post-secondary short-cycle non-degree education in Central Asia. SPCE offers young people and adults professional and vocational qualifications in a flexible, modular learning format to improve employment and income-generating opportunities. SPCE provides internationally benchmarked programs in Applied Languages, Accounting, Information Technology (IT), Entrepreneurship, Small Business Management, and Tourism and Technical Vocational Education and Training (TVET) programmes. All SPCE programs are developed in response to the concrete needs of the local labor market and tailored both to the needs of corporate clients and local communities.



### **Consultancy Summary**

SPCE's Tourism and Technical Vocational Education and Training (TVET) is launching a new Hospitality Management Training Programme based in Khorog, Tajikistan. Overall, developing a hospitality management course is driven by the need to meet industry demands, enhance service quality, provide career opportunities and contribute to the economic development of the hospitality sector. The Gorno-Badakhshan Autonomous Oblast (GBAO) region of Tajikistan is a remote area with great potential to develop a tourism industry. Currently there are more than 200 homestays, 20 hotels, and 200 restaurants and cafes in GBAO providing over 2,000 jobs annually.

The following initiatives need to be implemented in a systematic way in GBAO: launching hospitality management trainings to improve customer service, cooking, and housekeeping skills.

SPCE's new Hospitality Management Training Programme will be based on an apprenticeship module by providing opportunities for learners to spend over 70 % of their time practicing their skills at job sites. The apprenticeships will be based on the tripartite agreement (an agreement between the learner, the school and the employer to provide internship opportunities for learners) with local employers. This will ultimately lead to obtaining an internationally recognized certificate.

SPCE needs a hospitality sector specialist with enough experience and ability to develop a training programme. This specialist will prepare instructors who will deliver the programme. The specialist will also conduct a training of the trainers. This training would prepare local instructors to deliver the programme to potential learners from the hospitality industry from the Khorog and GBAO districts. The core subjects of the program will cover areas such as:

- Introduction to hospitality management
- Food and beverage management
- Accommodation management
- Event planning and management
- Marketing and sales in the hospitality industry
- Financial management for hospitality operations
- Human resource management in hospitality
- Customer service excellence
- Sustainable practices in the hospitality sector
- Work security, sanitation and hygiene in the hospitality sector

### **Responsibilities**

- Develop a program concept note, including technical and estimate documentation for the creation of a training facility.
- Develop a TOR for the potential instructors who will deliver the programme.
- Conduct a training of the trainers for the recruited instructors.
- Compile a list of equipment and instruments necessary for establishing a training facility/laboratory with detailed characteristics and specifications.
- Assistance in the preparation of the curriculum, lesson plans, including the preparation of necessary materials and components, preparation and testing tools, handouts, etc. Provide initial supervision with potential instructors in programme delivery by using innovative methods of teaching



- Provide guidance to administrative staff in programme management to ensure the timely provision of learnings resources and other conditions

### **Required Qualifications & Experience**

The requirements for the hospitality management training course development specialist are:

#### ***Education and Qualifications:***

- A bachelor's degree in hospitality management, education, instructional design, or a related field. A master's degree may be preferred for senior roles.
- Certification in instructional design, curriculum development, or adult education is often advantageous.

#### ***Industry Experience:***

- Proven experience in the hospitality industry, preferably in management roles such as hotel management, restaurant management, event management, or similar.
- Understanding of industry-specific challenges, trends, regulations, and best practices.

#### ***Training and Development Expertise:***

- Demonstrated experience in developing training programs, courses, and materials for adult learners, specifically in hospitality management.
- Knowledge of instructional design principles, learning theories, and adult learning methodologies.

#### ***Technical Skills:***

- Proficiency in using learning management systems (LMS) and other educational technologies to deliver and manage training content.
- Ability to create multimedia instructional materials (e.g., videos, interactive modules) using relevant software tools.

#### ***Project Management Abilities:***

- Strong project management skills to effectively plan, coordinate, and execute training initiatives within established timelines and budgets.
- Experience in managing multiple projects simultaneously and prioritizing tasks accordingly.

### **Preferred Personal Characteristics**

1. A deep understanding of the hospitality industry is crucial. This includes familiarity with various sectors such as hotels, restaurants, resorts, and event management.
2. The ability to think creatively to design engaging and effective training materials. Innovation helps in making the course content relevant and interesting.
3. Precision is key when developing training modules. Attention to detail ensures accuracy in content delivery and assessment criteria.
4. Managing multiple aspects of course development, such as timelines, resources, and stakeholders, requires strong organizational abilities.
5. Clear and effective communication is necessary for writing course materials, delivering presentations, and interacting with stakeholders.
6. The hospitality industry is dynamic, so being adaptable to changes in trends, technology, and regulations is crucial for keeping course content current.
7. Ability to analyze training needs and evaluate the effectiveness of training programs through data and feedback.



8. Working with subject matter experts, instructional designers, and other stakeholders requires collaborative skills to achieve course objectives.
9. A genuine interest in education and a commitment to enhancing the skills and knowledge of hospitality professionals.
10. Understanding the needs and expectations of learners (hospitality professionals) and designing courses that meet those needs effectively.
11. Upholding ethical standards in training development and ensuring that content aligns with industry best practices and regulations.
12. Being able to identify challenges in training implementation and finding effective solutions to overcome them.

### **Language**

English proficiency is required. Russian, Dari/Tajik language skills are an asset.

### **Apply**

Interested applicants are encouraged to apply by clicking the link below.

<https://akfc.submittable.com/submit/304591/cadex-2024-hospitality-management-program-developer-uca-tajikistan>

**Deadline: September 20<sup>th</sup>, 2024, by 11:59pm EDT**

**Please note that due to the nature of funding for this position, the placement is only open to Canadian citizens or permanent residents. Only shortlisted candidates will be contacted.**

*AKFC is committed to advancing gender equality and inclusion through our programming and operations in Canada and overseas. AKFC requires all employees to review and abide by the AKFC Gender Equality Policy.*

*AKFC recognizes the importance of safeguarding and is committed to ensuring it manages a wide range of risks such that beneficiaries, staff, other associates and the organization as a whole are kept safe from harm.*

*AKFC welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.*