VIETNAM

Dr. Truong Sy Vinh
Deputy Director
Institute for Tourism Development Research
VNAT
Destination Human Capital SWOT

Strengths
- Young, enthusiasm and hardworking human resources market;
- Number of tourism training organizations such as vocational school, colleges, universities has been increasing rapidly in recent years;
- Quantity of facilities in tourism vocational schools has been improved;
- Tourism training and vocational curriculums are being gradually improved and compatible with the national standard;
- Trainers, teachers in tourism are improving in quality, quantity, professionalism, foreign languages. Many trainers and teachers have participated in international cooperation training programs, international seminars to enhance and update the integrated knowledge.
- International experience in tourism vocational training has been transferred and selectively acquired via many development programs, projects, etc.

Weaknesses
- Cooperation in implementing tourism HRD policies among ministries and regions are not very effective.
- Limited budget for tourism HRD, especially in poor and remote areas;
- Quality of facilities in tourism vocational schools has not met the requirement of the increasing number of establishments.
- Most of trainers and teachers in tourism graduated long time ago from the old East Europe; young trainers graduated abroad but have not got enough experience.
- Most of labor in VN’s tourism lacks of professional skills (only about 40% was professionally trained).

Opportunities
- The mass tourism development creates urgent demands for tourism labors.
- Government is specially having interest in HR development in tourism.
- A great number of International supports in tourism vocational trainings
- International integration brings many opportunities for Vietnam’s tourism as well as tourism vocational schools and education institutions.
- ASEAN Economic Community (AEC) and the application of the Mutual Recognition Arrangement on Tourism Professionals (MRA-TP) will bring more opportunities for the work force in Vietnam to have a free movement in ASEAN.

Threats
- Requirement of professional skills from the market is getting higher.
- Low incomes makes people have intentions to change their jobs.
- Tourism vocational training requires high quality facilities, trainers, etc., leading to high tuition fee.
- Business environment is not very transparent affecting working motivations of HR.
- The current social trend is HR move to cities resulting in lack of HR in remote areas
- Cultural factor of ethnic people makes it hard for training in remote areas
- AEC as well as MRA-TP also raises the competitiveness of job opportunities for Vietnamese labors in tourism.
<table>
<thead>
<tr>
<th>Name of Stakeholder</th>
<th>Roles and Responsibilities</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Government</strong></td>
<td>Make planning, policies; develop frameworks for national curriculum; support in facilities and finance for education and training institutions</td>
</tr>
<tr>
<td><strong>Education and Training Providers</strong></td>
<td>Design and develop curriculums; deliver education and training activities; develop teachers and trainers</td>
</tr>
<tr>
<td><strong>Industry Associations</strong></td>
<td>Develop Public-Private Partnership; support education and training providers in internship program</td>
</tr>
<tr>
<td><strong>The Private Sector</strong></td>
<td>Have high responsibility in internship program and support in raising tourism awareness</td>
</tr>
<tr>
<td><strong>Development Partners</strong></td>
<td>Strengthen HR capacity through training, educating; provide facilities; build training documents, etc.</td>
</tr>
<tr>
<td><strong>Civil Society</strong></td>
<td>Actively participate in activities or programs aiming to improve tourism awareness.</td>
</tr>
</tbody>
</table>