THE 17th UNWTO ASIA/PACIFIC EXECUTIVE TRAINING PROGRAMME
ON TOURISM POLICY AND STRATEGY

Human Resource Development in Tourism

– Navigating Post-Covid Challenges

Monday, 13 - Thursday, 16 November 2023
Da Nang, Viet Nam

Final Programme
Day 1 – 13 November, Monday

(Hanoi time, GMT+7 / Hall (4th Floor) of Duy Tan University Tower)

13:00 – 14:00  Registration desk for the participants (Lobby of DTU Tower)

14:00 – 14:25  Opening Ceremony

- Traditional Art Performance
- Welcome remarks by H.E. Mr. Doan Van Viet, Vice Minister of the Ministry of Culture, Sports and Tourism, Viet Nam
- Opening remarks by Mr. Harry Hwang, Director of the Regional Department for Asia and the Pacific, UNWTO
- Congratulatory remarks by H.E. Mr Tran Chi Cuong, Vice Chairman of Da Nang City People’s Committee
- Congratulatory remarks by Dr. Le Nguyen Bao, Provost of Duy Tan University
- Congratulatory remarks by Ms. Ji-eun Kang, Director of the Ministry of Culture, Sports and Tourism, the Republic of Korea

14:25 – 14:30  Group Photo

14:30 – 17:00  UNWTO Forum on Human Resource Development in Tourism

Keynote Presentation

- Keynote Presentation by Ms. Maeve O’Brien, UNWTO Consultant (20’): Destination Recovery and Resilience – Pathway to a ‘Better Normal’
• Keynote Presentation by Mr. Nguyen Xuan Binh, Deputy Director, Department of Tourism, Da Nang City (20’): Current situation and orientation of human resources for the tourism sector in Da Nang city

Panel Discussion moderated by UNWTO Consultant

• Ms. Ni Wayan Giri Adnyani, Permanent Secretary of the Secretariat, Ministry of Tourism and Creative Economy of Indonesia

• Dr. Kumi Kato, Professor, Wakayama University

• Dr. Mo Chul-Min, Vice Provost cum Dean of Hospitality and Tourism Institute, Duy Tan University

• Mr. Nguyen Xuan Binh, Deputy Director of Department of Tourism, Da Nang City

• Ms. Diana Quatre, Director of Industry Human Resource Development Section, Ministry of Foreign Affairs and Tourism of Seychelles

• YB Datuk Sebastian Ting Chiew Yew, Deputy Minister for Tourism Sarawak, Malaysia

18:30 – 20:30 Welcome dinner hosted by Duy Tan University (Novotel Danang Premier Han River Hotel)

Day 2 – 14 November, Tuesday

(Hanoi time, GMT+7 / Thuy Son (2nd Floor), Novotel Danang Premier Han River Hotel)

09:30 – 12:00 Session 1: Education for the tourism of tomorrow

• Keynote Speaker: Mr. Soon-Hwa Wong, Honorary Chairman of Tourism Management Institute of Singapore (30’)

• Guest Speaker: Dr. Hiram Ting, Director, Responsible Borneo (15’)

• Q&A and Discussion
Country Presentation (each 10’): Brunei Darussalam, Cambodia, Nepal, Philippines

12:00 – 13:30 Lunch

14:00 – 16:30 Session 2: A shift in customer expectation and its impact on HRD
- Keynote Speaker: Dr. Bui Le Anh Phuong, Professor, Duy Tan University (30’)
- Guest Speaker: Ms. Pham Que Anh, Managing Director, Hoi An Express Travel (15’)
- Q&A and Discussion
- Country Presentation (each 10’): Iran, Lao PDR, Malaysia, Maldives, Seychelles

16:30 – 18:30 Break

18:30 – 20:30 Dinner hosted by UNWTO (Grand Mercure Hotel)

Day 3 – 15 November, Wednesday

(Hanoi time, GMT+7 / Thuy Son (2nd Floor), Novotel Danang Premier Han River Hotel)

09:30 – 12:00 Session 3: Upskilling and digital adaptability
- Keynote Speaker: Ms. Maeve O’Brien, UNWTO Consultant (30’)
- Q&A and Discussion
- Country Presentation (each 10’): Bangladesh, Bhutan, Fiji, India, Japan, Viet Nam
12:00 – 13:30  Lunch

14:00 – 16:30  Session 4: Building greater resilience to crisis
  - Keynote Speaker: Dr. Kumi Kato, Professor, Wakayama University (30’)
  - Guest Speaker: Mr. Kevin Phun, Director, Centre for Responsible Tourism of Singapore (15’)
  - Q&A and Discussion
  - Country Presentation (each 10’): Indonesia, Jordan, Myanmar, Sri Lanka

16:30 – 17:00  Break & Voting ‘The Best Country Presentation Award’

17:00 – 17:30  Closing Ceremony
  - Conclusion and Recommendation by UNWTO consultant
  - Announcement of ‘The Best Country Presentation Award’
  - Closing remarks by Dr. Ha Van Sieu, Vice Chairman of Viet Nam National Authority of Tourism
  - Closing remarks by Dr. Mo Chul-Min, Vice Provost cum Dean of Hospitality and Tourism Institute, Duy Tan University
  - Closing remarks by Mr. Harry Hwang, Director of the Regional Department for Asia and the Pacific, UNWTO

18:30 – 20:30  Farewell Dinner hosted by Duy Tan University (Brilliant Seafood Restaurant)
Day 4 – 16 November, Thursday

11:30 – 13:00  Lunch hosted by UNWTO

13:00 – 14:00  Move to Hoi An Ancient Town

14:00 – 17:00  Technical Tour in Hoi An Ancient Town

17:00 – 19:00  Dinner hosted by Duy Tan University

19:00 – 19:30  Move to Hoi An Memories Show

20:00 – 21:00  Hoi An Memories Show

21:00 – 22:00  Move back to Da Nang

Day 5 – 17 November, Friday

All day  Departure to the Airport