

**MEMORANDUM OF UNDERSTANDING**  
**BETWEEN**  
**SRI LANKA INSTITUTE OF TOURISM & HOTEL MANAGEMENT**



**AND**  
**Skills for Inclusive Growth program**  
**(S4IG) Phase 2**



**Skills for Inclusive Growth**

**August 2022 – July 2024**

**Memorandum of Understanding  
Between  
The Sri Lanka Institute of Tourism & Hotel Management  
And  
Skills for Inclusive Growth Program**

This Memorandum of Understanding (MOU) is made and entered at Colombo in the Democratic Socialist Republic of Sri Lanka on the 10<sup>th</sup> of August 2022.

BETWEEN

Sri Lanka Institute of Tourism & Hotel Management, No 78, Galle Road, Colombo 03, Sri Lanka hereinafter referred to as SLITHM

AND

The Australian Government funded Skills for Inclusive Growth Program managed by Scope Global (Australia) Pty Ltd (part of the Palladium International Group), located in Lee Hedges Tower, 349, Level 10, Galle Road, Colombo 03, Sri Lanka, hereinafter referred to as S4IG of the “SECOND PART” and represented by its Team Leader. Australian government, through the Department of Foreign Affairs and Trade (DFAT) to implement the phase 2 S4IG program in Sri Lanka in accordance with the terms of a Subsidiary Agreement signed on 31 March 2022 between DFAT and the Sri Lankan State Ministry of Skills Development, Vocational Training, Research & Innovations.

The parties hereby agree to the following cooperation framework:

### **Article 1**

#### **SCOPE**

This MOU aligned with the bilateral agreement between Sri Lanka government and Australian government which implements under the State Ministry of Skills Development, Vocational Education, Research & Innovation. In line with their organizational mandates, all parties agree to cooperate in working towards supporting in the three major areas which are some of the avenues Skills for Inclusive Growth – Phase II operates viz.

1. **Professional Business Coaching**- Produce and make available highly skilled professional business coaches to serve as a growth partner for micro, small, and medium-sized business owners, assisting in the growth and scalability of the business.
2. **E Tourism** - Produce skilled and capable E Tourism experts from the owners and managers of tourism MSMEs.
3. **Tour Guiding** - Development of an international standard, industry-recognized national tour guide and Area guide curriculum, installation of the same in existing national guides, and use of this in future tour guide courses.
4. **Foundational Hospitality Skills** - Butler-style Foundational Hospitality Skills Course Package will be implemented at SLITHM.
5. **Supreme Chef Season 3** - Youth Edition hosts a national event for culinary students.



## Article 2:

This MoU commences on the 10<sup>th</sup> of August 2022 and will expire on the 9<sup>th</sup> of July 2024. The term and content of this MoU may be extended by mutual agreement between the Parties in writing.

This MoU sets out the terms on which the S4IG will plan and implement specified activities to support (a) Professional Business coaching, (b) E Tourism under skills for destination development (c) Development of an international standard, industry-recognized national tour guide and Area tour guide curriculum (d) Foundational Hospitality Skills Course (e) Supreme chef Television reality show for the students who follow the professional cookery course.

The expected outcome under each area of collaboration by both parties are explained below and will be detailed in a workplan jointly developed upon the signing of the MOU

## Article 3

### **ROLES AND RESPONSIBILITIES OF Skills for Inclusive Growth (S4IG) and SRI LANKA INSTITUTE OF TOURISM & HOTEL MANAGEMENT (SLITHM)**

According to its responsibility in line with this MOU, S4IG agrees to the following:

#### **3.1 Produce and make available highly skilled professional business coaches to serve as a growth partner for micro, small, and medium-sized business owners, assisting in the growth and scalability of the business.**


Coaching is offered as a skill development course at national and regional SLITHM Institutes for industry professionals and individuals with an interest and passion for coaching.

- 3.1.1 S4IG shall support SLITHM to conduct 6 -monthly professional coaching course for industry professionals.
- 3.1.2 SLITHM with the support of S4IG shall train and mentor Trainers and Lecturers to deliver the professional coaching course.
- 3.1.3 SLITHM with the support of S4IG shall develop a dissemination/media campaign/advocacy plan for an inclusive coaching model that promotes women, people with disabilities, and vulnerable people to a wider audience.
- 3.1.4 S4IG shall offer scholarships for inclusive professional coaching courses for the first 20 personnel.
- 3.1.5 SLITHM with the support of S4IG shall facilitate students to get a license from FCCISL or Sri Lanka Professional Coaches Association.

#### **3.2 Produce skilled and capable E Tourism experts from the owners and managers of tourism MSMEs.**

Validated/Accredited self-paced E-Tourism training is available for tourism businesses and can be delivered flexibly on-line or in a SLITHM-managed ICT classroom.

- 3.2.1 SLITHM with the support of S4IG shall organize a soft launch of the E Tourism Self-paced learning.



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- 3.2.2 While in SLITHM lab, update and install the E Tourism Self-Paced Learning Platform, with the help of an industry partner, support dissemination/marketing and raise awareness about the course through advocacy and promotion.
- 3.2.3 SLITHM shall conduct a self-paced learning course for 20 participants, with scholarships provided by S4IG for 10 women and people with disabilities.

**3.3 Development of an international standard, industry recognized national tour guide and Area guide curriculum, installation of the same in existing national guides, and use of this in future tour guide courses.**

Create international industry-recognized curricula using existing materials and gaining knowledge and expertise from Australia, Indonesia, Thailand, and South Africa.

- 3.3.1 S4IG shall support SLITHM to form a national-level reference group comprised of SLTDA, SLIATO, THASL, SLITHM, and tour operators to support and guide the development of an internationally recognized tour guiding course.
- 3.3.2 S4IG shall support SLITHM to develop an internationally accepted national guide course
- 3.3.3 S4IG shall support SLITHM to test the newly developed curriculum for a group of 20 existing guides or students of SLITHM and also to a minimum of 20 female tour guides to complete the revised training, which includes an internship component.

**3.4 Butler-style Foundational Hospitality Skills Course Package will be implemented at SLITHM.**

Availability of Industry-based Master trainers attached to SLITHM, Certified Trainers attached to MSMEs & qualified Trainees/employees in MSMEs

- 3.4.1 SLITHM shall recruit industry Master Trainers and Assessors from a mixed-gender group of men, women, and people with disabilities.
- 3.4.2 SLITHM shall Conduct a Training or Trainers course for 10 industry Master Trainers where SLITHM has training facilities to train owners and managers in the Micro, Small, and Medium Tourism and Hospitality sectors.
- 3.4.3 Assess the cost of delivering the certified trainer program in a regional SLITHM center and estimate the cost per participant.
- 3.4.4 SLITHM shall deliver three days of Foundational Hospitality Skills Certified Trainer course through regional centers to owners and managers from MSMEs.
- 3.4.5 SLITHM provides certification to MSME employees who have been trained by certified trainers.

**3.5 Supreme Chef Season 3 - Youth Edition hosts a National event for culinary students.** Students from SLITHM compete in the Supreme Chef Season 3 reality show competition alongside students from other professional cookery training providers.

- 3.5.1 SLITHM shall support S4IG by providing contestants from the suggested national and regional centers to compete in the Supreme Chef season 3 -Youth Edition competition.



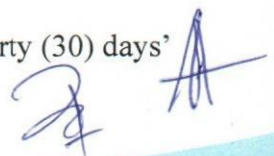
## Article 4

### GENERAL

- 4.1.1 SLITHM shall appoint a Steering Committee which will meet monthly initially and quarterly after the first 6 months, to implement the above commitments and monitor quality and enable S4IG to work with the steering committee to support the effective delivery of this MOU. With S4IG's technical assistance, the steering committee will include promoting awareness of inclusion-related initiatives by participating in the development of an action plan, distributing actions to relevant parties, collecting data as required, and monitoring implementation. Suggested committee members of the steering committee are key representatives from SLITHM & S4IG.
- 4.1.2 S4IG and SLITHM officials will collaborate in an annual workshop to share the findings from various studies and research findings in terms of skills and inclusion.
- 4.1.3 Both parties agree to collaborate on promoting awareness relating to the subject matter contained herein and agree to allow either party to publish awareness material that has been pre-approved in writing. Each Party authorizes the other to use its name, logo, and/or trademark with notice to or consent by such Party, in connection with certain promotional materials that may be disseminated to the public from time to time in connection with the subject matter contained herein. Such promotional and awareness material shall include but not be limited to brochures, videos, internet websites, press releases, and advertising in newspapers and/or other periodicals.
- 4.1.4 Each Party agrees to keep confidential all information it receives or is disclosed to it by another Party to this MoU unless agreed by both parties for public release
- 4.1.5 No Party will be liable to another Party for indirect or consequential loss arising out of or in connection with or related to this MoU
- 4.1.6 This MoU and all annexures and any additional documents referenced will constitute the entire agreement between the Parties. Any prior understanding or representation of any kind preceding the date of this MoU is hereby superseded.
- 4.1.7 S4IG may terminate or suspend the whole or part of this MoU where a direction is made by the Australian Government (through its Department of Foreign Affairs and Trade), or the Head Contract is terminated or suspended. The Head Contract is the agreement that the S4IG has in place with the Australian Government which facilitates the funding of the S4IG Program.
- 4.1.8 Sri Lanka Institute of Tourism & Hotel Management (SLITHM) may terminate or suspend the whole or part of this MoU where a direction is made by the Board.
- 4.1.9. S4IG and SLITHM agree on an allowance (Reporting, providing information for Monitoring & Evaluation and project data information) payment of 8% of the total spending of allocated program cost under this MOU (Budget is attached - **Annexure 1**).

### 5. TERMINATION

- 5.1 This MoU shall be amended by mutual agreement of both parties and evidenced in writing and signed by the authorized individual[s].
- 5.2 This MoU may be terminated by either party by giving the other party thirty (30) days' notice in writing.





## 6. DISPUTE RESOLUTION

The sequential procedure that is to be followed to resolve the dispute is as follows,

- 6.1 If a dispute arises, the aggrieved party shall give written notice to the breaching party requiring that the said dispute be resolved in good faith, within thirty (30) days of the breaching party receiving the notice of dispute from the aggrieved party.
- 6.2 If the dispute is not resolved by negotiation as aforesaid, the aggrieved party may seek legal redress under the laws of the Democratic Socialist Republic of Sri Lanka.

**IN WITNESS whereof**, the parties hereto have duly executed this MOU and one of the same tenures in Colombo on this 10<sup>th</sup> August 2022.

**Signed for and on behalf of the Sri Lankan Institute of Tourism & Hotel Management (SLITHM) in the presence of:**

Signature : .....  
Name : Mr. Shirantha Peiris  
Designation : The Chairman – Sri Lanka Institute of Tourism & Hotel Management (SLITHM)

**M.J.N. Shirantha Peiris**  
Chairman  
Sri Lanka Institute of Tourism & Hotel Management  
78, Galle Road, Colombo 03.

**WITNESS.**

Signature : .....  
Name : Mr. Sanjaya Kariyawasam  
Designation : DDG- (Non-Academic)/ Acting Director General – Sri Lanka Institute of Tourism & Hotel Management (SLITHM)

**Sanjaya Kariyawasam**  
Deputy Director General - Non Academic  
Sri Lanka Institute of Tourism & Hotel Management  
78, Galle Road, Colombo 03.

**Signed for and on behalf of the S4IG in the presence of:**

Signature : .....  
Name : Mr. David Ablett  
Designation : Team Leader, Skills for Inclusive Growth

**Skills for Inclusive Growth**  
National Office  
Lee Hedges Tower  
349,9/1, Galle Road  
Colombo 03  
(T) +94 11 257 4001

**WITNESS.**

Signature : .....  
Name : R. Sharanya  
Designation : S. M. R. P.