

## MINISTRY OF TOURISM

### Policy Paper on Applications for Work Permit and Occupation Permit (Professional Category) for the Tourism Sector

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#### **1 Main objectives:**

- 1.1 To ensure adequate qualified staff to deliver an excellent level of service in the sector.
- 1.2 To protect job opportunities and career prospect for the local workforce
- 1.3 To control the number of foreign workers employed in the tourism sector
- 1.4 To cater for the shortages of labour in the local market.
- 1.5 To consider the employment of foreign workers for occupation with skill shortages listed at Part 3.1.
- 1.6 To define a process to ensure transparency and fairness in the recruitment of foreignworkers.
- 1.7 To set up parameters to assess applications for Work Permit and Occupation Permit.
- 1.8 To streamline procedures.

#### **2 Guidelines/Criteria for the appraisal of applications for Work Permit and Occupation Permit**

##### **2.1 Tourist establishments/activities**

Application shall be for:

- a. employment in tourist establishments (Tourist Accommodation Certificate) or tourist activities (Tourist Enterprise Licence & Pleasure Craft Licence) listed in the First Schedule of the Tourism Authority Act 2006.
- b. new and innovative activities that will add value to the Tourism Sector as may be determined by the Ministry of Tourism.

##### **2.2 Tourist Accommodation Certificate (TAC) /Tourist Enterprise Licence (TEL)/ Pleasure Craft Licence (PCL)**

The applicant must be the holder of a valid Tourist Accommodation Certificate/Tourist Enterprise Licence/Pleasure Craft Licence issued by the Tourism Authority for that particular activity.

##### **2.3 Tourism Employees Welfare Fund (TEWF)**

The applicant shall be registered and shall contribute to the TEWF.

Work Permits and/or Occupation Permits shall be issued only if the applicant is up-to-date in terms of contribution with the TEWF.

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### 2.4 Priority to local workforce

In line with the Government policy, companies shall in the first instance hire from the local workforce. Guidelines and procedures of the Ministry of Labour, Human Resource Development and Training shall be strictly complied with.

### 3 Occupations with skills shortages (scarcity areas):

#### 3.1 List of Occupations with skills shortages (scarcity areas) specific to the tourism sector

- Chef (*across the culinary/pastry department*)
- Cook (*across the culinary/pastry department*)
- Baker
- Development/ Project Manager (*for a period not exceeding 2 years*)
- Guide/Interpreter/Guest/Public Relations Officer/Entertainer (*for foreign languages other than English and French*)
- Spa therapist
- Coffee Barista
- Sommelier
- Golf Specialist
- Waiter
- Room Attendant, Valet, Housekeeping Executive
- Steward
- Porter/Driver
- Mixologist
- Bartender

The MLHRDT will determine applications received with regard to the above occupations in accordance with the ratio for the tourism sector as provided for in the established Work Permit Policies. The views of the Ministry of Tourism will not be required for such applications.

#### **Note:**

- i. Given that appellation of positions may differ, consideration will be given to the scope of work to define the position.
- ii. The Policy Paper would be reviewed on a yearly basis or earlier, if required, in consultation with all relevant stakeholders.

#### 3.2 Permission in Principle (PIP) and/or Work Permit to be determined by the Ministry of Labour, Human Resource Development and Training

- 3.2.1 Applications for the below occupations will be determined by the Ministry of Labour, Human Resource Development and Training in accordance with the ratio specific to each occupation in the relevant industry, as per existing policy of the Ministry of Labour, Human Resource Development and Training:

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- a. occupations with skills shortages (scarcity areas) not specific to the tourism sector such as E-marketing specialist, Cleaner, Gardener, Maintenance Technicians, Mechanics, Refrigeration Technicians, Plumbers, Electricians, Masons, Landscapers, Carpenters, among others;
- b. Occupations at Hotel Clubs (such as Club Med, among others) Para. 8 refers;
- c. Representatives of international brands, such as Shareholder's representative, Regional / Area Director and Training Manager, among others; and
- d. Representatives of international Tour Operators.

3.2.2 Views of the Ministry of Tourism will **not** be required with respect of the above applications.

3.2.3 However, if the occupations are not considered scarce, the Ministry of Tourism will be contacted for its views.

### 4 Application and Training

#### 4.1 **Criteria for assessment for the following positions:**

- 4.1.1 Cook [across the culinary/pastry department], Baker, Waiter, Bartender, Room Attendant, Steward and Cleaner.
- 4.1.2 Maintenance Technicians [Mechanics, Refrigeration Technicians, Plumbers, Electricians].
- 4.1.3 Porter/Driver, Gardener, and Spa Therapist.

(i) Applicants should be English and/or French literate.

(ii) Applicants should show evidence of:

- a. qualifications obtained + evidence of work experience gained.

OR

- b. working experience and skills gained for a minimum of two (2) years.

(iii) The Porter/Driver would be restricted to operate vehicles only within the Hotel premises for the purpose of his/her duties.

**Note:** Onus will be on applicants to seek equivalence with the relevant authorities in Mauritius with respect to qualifications claimed.

**4.2** The establishment shall be responsible to provide appropriate training to their employees.

**5 Occupations for specialised and new activities in the tourism sector**

5.1 For applications received in respect of occupations specific to the tourism sector which are not in the scarcity list (as elaborated at paragraph 3.1) and which pertain to specialised and new activities in the tourism sector, the Ministry of Labour, Human Resource Development and Training shall seek the views of the Ministry of Tourism. The requests for views shall be supported by:

- evidence that the position is not available locally;
- documentary evidence (such as qualifications, professional experience in the specialised field, Letter of Recommendation, amongst others);
- justifications for the recruitment of the foreign worker; and
- any other document depending to the specificities of the occupation as may be required by the Ministry of Tourism.

**6 Processing of applications for work permit and occupation permit**

6.1 For applications for Work Permit and Occupation Permit falling under the List of Occupations with Skills Shortages (Scarcity Areas) at paragraph 3, views of the Ministry of Tourism shall not be sought. Decision may be taken according to the list of Occupations with Skills Shortages (Scarcity Areas).

6.2 The Ministry of Labour, Human Resource Development and Training / the Economic Development Board shall submit list of approved and rejected applications to the Ministry of Tourism every six months or, as and when required.

**7 Criteria for assessment**

a) For applications that are being sent to the Ministry of Tourism, the following criteria shall be considered:

- Number and positions of foreign workers employed by the Company;
- Professional qualifications of applicant in the related field; and
- Work experience of the applicant in the related field (minimum of 2 years' experience).

b) The Ministry of Labour, Human Resource Development and Training shall assess applications based on its prevailing policies.

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### **8. Hotel Club (e.g. Club Med)**

**8.1** The list of occupations with skills shortages (scarcity areas) at Para. 3 does not apply for hotel clubs such as Club Med.

**8.2** Club Med (*Club Med Pointe aux Canonniers and Club Med Albion*) has been granted a quota of 100 foreign workers inclusive of Occupation Permits by the Work Permit Committee. Club Med may recruit foreign employees at all levels. This decision was motivated based on the fact that Club Med rotates its employees to work in Club Med establishments around the world. In this respect, based on the concept of the hotel, foreign employees may be recruited at all levels.

### **9. Application for renewal of work permit(s) and occupation permit(s) which are not included in the List of Occupations with Skills Shortages (scarcity areas)**

**9.1** Application for renewal of work permit(s) and occupation permit(s) which are not included in the List of Occupations with skills shortages (scarcity areas) at para. 3 will be recommended subject to training of local counterparts.

**Ministry of Tourism  
28 November 2023**