

CURRICULUM VITAE

Personal Information

Name: Caroline Gwiina

Date of Birth: June, 25th, 1989

Marital Status: Married

Nationality: Ugandan

Gender: Female

Contact Information

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Summary of Skills and Competencies

- Management
- Quality Assurance
- Training /Teaching/ Capacity Building
- Coordination and Liaison
- Event Planning and Management
- Customer Relationship Management
- Public Procurement
- Mentoring
- Communication
- Research
- Proposal and Report Writing
- Working in rural and remote settings
- Working with and managing diverse teams
- Computer Literate (Microsoft Office and Online Applications)

Personal attributes

- Hardworking
- Result Oriented
- Self- driven
- Determined
- Focused
- People Oriented
- Passionate about ethics and excellence

Languages

- English
- Lusoga
- Luganda
- Basic French

Working Experience

1. July 2023 – To Date – *Quality Assurance Manager*

Uganda Hotel and Tourism Training Institute – Jinja, Uganda.

Responsibilities

- Ensure the quality of Institute processes, products, and services.
- Facilitate the formulation and implementation of quality assurance policy guidelines.
- Coordinate operations relating to quality assurance of Academic Programs.
- Advise Institute management on quality assurance matters relating to teaching and learning, assessment, research, and consultancy.
- Manage staff training for performance management.
- Conduct routine assessment of service delivery by various units of the Institute.
- Facilitate the development of a culture of continuous quality improvement at the Institute.

Achievements

- ✓ Initiated the UHTI Course Management Manual to guide the teaching and assessment process
- ✓ Introduced a daily timetable tracking tool to improve the monitoring of teaching and learning
- ✓ Conducted 1 Internal and 2 external institutional assessments for UHTI
- ✓ Conducted 3 staff capacity building workshops on quality assurance, a quality culture and examination management
- ✓ Improved the timetabling standards to harmonize with requirements by National Council for Higher Education
- ✓ Coordinated the curriculum review process for 3 Diploma and 3 Certificate programs
- ✓ Led the establishment of the Quality Assurance Committee

2. August 2022 – November 2022 – Centre Director

Homestead Skills and Technical Education Academy- Ongula ya Netanga, Ohangwena, Namibia.

Responsibilities

- Overall responsibility for Strategic Leadership and Management of the Academy and its Production Hubs
- Ensuring compliance to legal and sector standards
- Initiating and supporting the development and implementation of new projects to generate additional income for the Academy and Production Hubs
- Ensuring the provision of quality teaching and learning as per national requirements
- Development of policies and Standard Operating Procedures and monitoring/managing their implementation
- Ensuring the development of budgets and monitoring budget implementation
- Ensuring staff motivation and staff development
- Monitoring staff performance and recommending appropriate action
- Stakeholder identification, mapping, and Engagement
- Reporting to the Board of Trustees and offering guidance and support on strategic decision-making.

Achievements

- ✓ Led HSTEAs participation in the "1000 Days Campaign," a project between HSTEAs and World Food Program which focused on preparing traditional Ovambo foods in innovative ways to improve nutritional outcomes for children in Northern Namibia.
- ✓ Initiated a project to provide vocational training to 15 hearing-impaired children from Northern Namibia
- ✓ Initiated a tree planting project for every new student enrolled at HSTEAs to increase environmental awareness and sustainability

3. April 2021 – June 2022- Head of Tourism and Tourist Guiding- Uganda Hotel and Tourism Training Institute - Jinja

Responsibilities

- Supervise department staff to ensure quality delivery of both theoretical and practical content as per the requirements of the curriculum.
- Monitor and prepare regular reports on the enrolment and registration status of students in the department.
- Coordinate with the staff in the department to develop new academic courses.
- Source for industrial training opportunities for students in the department.
- Co-ordinate with the Head of Industrial training to place, supervise, and assess students on internal and external attachment.
- Identify and follow up on opportunities for strategic partnerships and linkages in the area of tourism on behalf of the Institute.
- Prepare annual and quarterly work plans and budgets for the department.
- Prepare an annual procurement plan for the department.
- Oversee the planning, budgeting, and implementation of all study trips for the tourism department.

- Review and approve requests for funding for departmental activities before onward submission to the accounts department.
- Prepare regular status reports for submission to the Top Management Team and the Academic Board (monthly and end-of-semester reports).
- Appraise department staff every quarter and prepare an appraisal report for onward submission to the head of training and human resource officer.
- Represent the department staff on the Top Management and Academic Boards of the Institute.
- Represent the department staff on the examination Moderation Committee responsible for vetting all Institute examinations
- Lead department staff to set and moderate all examinations for subjects within the department before onward submission to the Institute Examination Committee.
- Organize and represent the Institute in tourism-related exhibitions and events such as World Tourism Day and World Wildlife Day.

Achievements

- √ Improved students' performance by registering the highest number of tourism students completing with class 1 degrees in the Institute's history at the 12th Graduation in November 2021
- √ Successfully established a demonstration museum for practical teaching of museum studies
- √ Successfully reviewed both National Certificate and National Diploma curricula and made recommendations on areas for improvement
- √ Maintained a clean record of ensuring full accountability for all funds in the department for the financial year 2020/2021

- √ Maintained a high level of teamwork and cohesion among the staff in the department which facilitated improved performance despite the challenges brought by COVID-19.
- √ Initiated strategic partnership between the Institute and tourism sector players such as Uganda Community Tourism Association, Cultural Research Center and Museum and Association of Uganda Tour Operators

4. September 2019 – March 2021 - Tourism Instructor

Uganda Hotel and Tourism Training Institute – Jinja, Uganda

Responsibilities

- Prepare and conduct theory and practical lessons as allocated on the timetable (Subjects covered: – Tourist Guiding, Tourism Product Development, Sustainable Tourism Management, Museums and Monuments, Eco and Community Based Tourism).
- Prepare and conduct continuous assessments (assignments, course works, and end-of-semester examinations).
- Plan, budget for, and conduct study tours in coordination with other instructors in the department.
- Prepare monthly class reports on the status of teaching and learning and overall student well-being for the allocated class.
- Plan, budget for and conduct departmental exhibitions during internal and external events in collaboration with other members of the department.
- Prepare accountability reports for all funds allocated
- Hold monthly class meetings with the allocated class
- Guide and counsel students on academics, discipline, and personal development as needed.

- Attend and participate in meetings and workshops both internal and external

Achievements

- ✓ Successfully conducted a total of over 40 lessons for the combined subjects taught.
- ✓ Successfully organized and conducted 3 long haul (upcountry) and 6 short-haul study tours.
- ✓ Prepared, delivered and graded over 8 course-works and assignments as well as 7 practical and theory examinations for the subjects allocated.
- ✓ Provided 100% accountability for all funds advanced for study tours and other departmental/Institute activities.
- ✓ Participated in departmental moderation, invigilation, and marking of examinations.
- ✓ Conducted a total of 4 class meetings and over 15 individual/small group guidance meetings with students from the allocated class.
- ✓ Represented UHTTI at the National Organising Committee for World Wildlife Day 2020.
- ✓ Organised and led student teams from UHTTI to participate in the Uganda Wildlife Marathon 2020 and the Tertiary Institutions Wildlife Quiz Competitions for 2020.
- ✓ Participated in 3 workshops (Maxwell Leadership Training, Performance Management, and Competence Based Training and Assessment)

5. April 2016 – May 2019 - Contracted Tourism Consultant for Uganda

- PHG Consulting LLC – USA (Chicago, California and New York Locations)

Responsibilities

- Advise PHG Consulting on Uganda's tourism product and overall tourism sector dynamics.
- Coordinate communication and information flow between PHG Consulting and Uganda Tourism Board, Ministry of Tourism, Wildlife and Antiquities, Uganda Wildlife Authority, and other public and private sector stakeholders.
- Prepare quarterly market intelligence reports on outbound tourism from the United States and Canada to Uganda.
- Prepare quarterly competitive analysis reports highlighting emerging issues in Uganda's major competitor destinations (Kenya, Rwanda and Tanzania) to facilitate policy and strategy formulation for Uganda Tourism Board and Ministry of Tourism, Wildlife and Antiquities
- Plan, organize and facilitate training workshops for various stakeholders
- Plan, budget for and coordinate familiarization trips for tour operators and media from the United States and Canada including itinerary formulation and costing.
- Prepare post-trip evaluation reports at the end of each familiarization trip.
- Organize and attend meetings, both routine and high-level on behalf of PHG Consulting.

Achievements

- ✓ Successfully planned, budgeted for, and coordinated 9 familiarization trips for media and hosted tour operators from the United States and Canada.
- ✓ Prepared a total of 9 post-trip evaluation reports.
- ✓ Successfully planned, organized, and participated in a total of 3 stakeholder training sessions targeting the tourism private sector in Uganda.

- ✓ Prepared a total of 12 quarterly market intelligence reports focusing on key developments in Uganda's major competitor destinations in the region (Rwanda, Kenya, and Tanzania).
- ✓ Prepared a total of 4 bi-annual top-line reports on the situation of tourism in Uganda and within the region
- ✓ Represented PHG Consulting in a total of 3 high level and over 10 routine meetings involving tourism sector stakeholders from both the public and private sectors

6. August 2013 – January 2015 - *Tourism Development Officer*

-Ministry of Tourism, Wildlife and Antiquities Kampala, Uganda

Responsibilities

- Co-ordinating tourism department activities assigned by the Commissioner for Tourism Development.
- Organizing and coordinating meetings for assigned activities.
- Managing correspondence (internal and external) for assigned activities.
- Managing the procurement process for assigned activities.
- Receiving and responding to stakeholder inquiries (verbal or written) forwarded from the Commissioner of Tourism Development.
- Representing the Ministry and Tourism Department at various events as assigned by the Commissioner of Tourism Development
- Participating in the drafting and review of ministerial and departmental plans and policy statements.
- Drafting speeches, talking points, and information briefs for the Honorable Minister.

Projects/activities participated in

- ✓ Coordinator - Africa Travel Association Congress 2014, Preparatory Meetings
- ✓ Coordinator - Africa Travel Association Congress 2014 Site – Visits
- ✓ Member Organizing Committee and Coordinator - Pearl of Africa Logo Competition - 2012
- ✓ Coordinator - Bunyoro Tourism Expo 2014
- ✓ Coordinator - Kinkiizi Tourism Week 2013
- ✓ Member of the Review Panel for the Development of Tourism Products for the Source of the Nile.
- ✓ Change Management Representative – Department of Tourism Development

7. January 2012 – January 2014- Assistant Lecturer and Program Coordinator -
Department of Tourism and Hotel Management, Faculty of Social Economic Sciences, Cavendish University Uganda

(Subjects taught: Tour Guiding Techniques, Tour Operations, Travel Geography, Landscape Ecology)

Responsibilities

- Reviewing program descriptors for the Department of Tourism and Hospitality.
- Carrying out lecture observations to ensure quality assurance in the department.
- Preparing and presenting lectures.
- Preparing department budgets.

- Preparing periodical department reports.
- Representing the department in faculty and other meetings.
- Coordinating staff and students within the department and coordinating the department with other departments in the university.
- Negotiating internships and fieldwork positions with various institutions.
- Planning and organizing study tours for students in the department
- Receiving and responding to students' problems/inquiries and liaising with relevant departments in the university to resolve them.

Other Responsibilities

December 2012 – January 2014 - **Facilitator: Research Workshop** - Cavendish University Uganda

Responsibilities

- Designing a teaching schedule and preparation of materials for undergraduate students at the proposal stage of their research.
- Assisting students to refine their research topics.
- Providing mentorship and technical assistance on the different parts of the research proposal to students in the tourism department and other faculties.
- Co-research supervision of undergraduate tourism students during their research

January 2013 – To January 2014 - **Assistant Coordinator/Secretary** - Cavendish University Uganda, Psycho-Social Counselling Center.

Responsibilities

- Preparation of funding proposals and other documents for the counseling center.
- Organization and co-ordination of the Center's activities such as Blood Donation with Uganda Red Cross, Kamwanyi Community Cleaning Day with KCCA Organization, and facilitation of workshops and training sessions by the center such as the 1-month peer counseling training in July 2013.
- Managing requests for counseling and referrals.
- Managing the routine correspondence of the center.
- Preparation of work plans and budgets for the Center

8. February 2011 - August 2013 - Teaching Assistant

Department of Tourism, Hospitality and Secretarial Studies, Kampala International University, Uganda.

Subjects of specialization

- Tour Guiding
- Ecotourism and Sustainable Development
- Zoology for Tourism
- World Travel Geography

Other subjects taught

- Tour operations management
- Introduction to air ticketing

Responsibilities

- Designing and writing course outlines
- Researching, preparing for and presenting lectures
- Setting and marking tests, assignments, and examinations
- Preparing for and presenting seminars

9. June 2009 – August 2009 - Intern - Carmel Travel Holidays Uganda Limited

Responsibilities

- Receiving clients and responding to their inquiries.
- Making reservations for tours and air tickets.
- Assisting the tour manager to plan and coordinate tours.
- Updating and maintaining the company website.
- Maintaining telephone and written correspondence between the company and clients.

10. January 2007 – May 2007 - Office Assistant

Community Support for Capacity Development (CSCD)- Ntinda, Kampala

Responsibilities

- Receiving clients and responding to their inquiries.
- Typing reports and other documents on behalf of CSCD.
- Maintaining telephone and written correspondence between CSCD and its clients.

Other Achievements

- June 2024 **Member – Marketing and Promotion Technical Working Group**
Ministry of Tourism, Wildlife and Antiquities
 - **Member – Technical Committee for the National Tourism Marketing Strategy 2024/25 – 29/30**
- September 2023 72 Hours **Training in Integrated Management of Occupation Health and Safety and Food Safety Management Systems.**
- November 2023 **Member – UHTI Graduation Committee**
 Member – UHTI Examination Committee
 Member/Secretary – UHTI Quality Assurance Committee
- August 2020 Appointed **Member, Contracts Committee** - UHTI
- Jan 2014 **Change Management Champion** -
 Ministry of Tourism, Wildlife and Antiquities
- Dec 2008 **Finalist - Zain Africa University Challenge**
- Dec 2004 **Winner - East African Students' Essay Writing Competition**

Educational Background

- ❖ Master of Business Administration (Tourism Management) August 2010 – November 2012) at Kampala International University, Uganda.
- ❖ Bachelor of Tourism and Hotel Management - August 2007 – May 2010 at Kampala International University, Uganda.
2005-2006
- ❖ Uganda Advanced Certificate of Education (UACE) 2005 - 2006 at Iganga Secondary School, Iganga District, Uganda.
- ❖ 2001-2004 Uganda Certificate of Education (UCE) 2001 – 2004 at Iganga Secondary School, Iganga District, Uganda.
- ❖ Primary Leaving Examination (PLE) 1994 – 2000 at Kamuli Girls Primary School

References

1. Mr. Kawere Richard

Principal

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3. Mr. Vivian Lyazi

Commissioner - Tourism Development

Ministry of Tourism, Wildlife and Antiquities

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