

## INTRODUCTION AND ANALYSIS OF ADVANCED FOREIGN EXPERIENCE IN THE EDUCATIONAL PROCESS IN THE TRAINING OF HIGHLY QUALIFIED PERSONNEL IN THE FIELD OF TOURISM

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### ABSTRACT:

The article analyzes the need to introduce advanced foreign experience in the educational process of training highly qualified personnel in the field of tourism, problems, effective mechanisms for solving problems, and gives sound recommendations from a scientific point of view.

**KEYWORDS:** tourism, travel services, hotel, double education system, world tourism organization, TedQual certification, qualifications, staff.

### INTRODUCTION:

In today's development, in the era of globalization, countries and people are inextricably linked. Any country in the world is one step away. Therefore, tourism has become one of the most profitable and promising industries. According to experts, tourism is an inexhaustible source of oil. The coronavirus pandemic has had a negative impact on the tourism industry. According to the World Tourism Organization, in 2020 the number of international travel will be reduced by 89%, jobs by 74 million, the total losses in the industry will reach \$ 800 billion. It is known that from March 16 this year the country was closed to foreign and domestic tourists. As of today, more than 1,500 tour operators and 1,200 hotels in the country have ceased operations. Today, quarantine procedures in the field of tourism are gradually being relaxed. In particular, the decree of President Shavkat Mirziyoyev "On urgent measures to support the

tourism sector to reduce the negative impact of the coronavirus pandemic" signed on 28 May states that the tourism sector should be given privileges and preferences. In the regions, it is necessary to allow domestic tourism in strict compliance with quarantine requirements, as well as to allow the operation of facilities such as tour operators, travel agencies, accommodation facilities, culture and cultural heritage.

Our country has always attracted the population of the most developed countries of the world with its rich historical, architectural monuments and great scholars. After the independence of our country, the tourism industry is developing rapidly.

Tourism is a multi-sectoral business that covers a full range of leisure services. In some countries, the tourism industry is developing steadily and their annual growth rate is 8% - 10%. The modern tourism industry is one of the most lucrative and fast-growing sectors of the world economy. The number of people who want to go on vacation abroad is growing by 20-22% every year. In addition, the number of foreign tourists from all over the world who want to travel to our country is growing every year. As a confirmation of this, in 2014, according to the rating published by the popular American Internet publication - The Huffington Post, Samarkand was among the 50 most beautiful cities on the planet that tourists should visit. It should be noted that only Samarkand is included in this list of CIS cities.

Throughout our study, we observed changes in world tourism. Our analysis provided an opportunity to obtain information on the state of tourism spending in the world over the past three years. We can see in the example of the United States, France, Russia, Kazakhstan and Uzbekistan that these tourism costs are growing from year to year. In 2017, it amounted to \$ 245,991 million in the United States, \$ 63,557 million in France, \$ 12,822 in Russia, \$ 2,038 million in Kazakhstan, \$ 579 million in Uzbekistan and \$ 62 million in Afghanistan.

In 2018, it amounted to \$ 251,544 million in the United States, \$ 67,936 million in France, \$ 14,983 in Russia, \$ 2,356 million in Kazakhstan, \$ 835 million in Uzbekistan and \$ 16 million in Afghanistan.

At the beginning of 2019, it amounted to \$ 256,145 million in the United States, \$ 73,125 million in France, \$ 18,670 in Russia, \$ 2,651 million in Kazakhstan, \$ 1,314 million in Uzbekistan and \$ 50 million in Afghanistan.

At present, the country pays more and more attention to this area, and it should be noted that our cities host international conferences, exhibitions and many prestigious competitions.

The Decree of the President of the Republic of Uzbekistan Sh.M.Mirziyoev "On measures to ensure the accelerated development of the tourism sector of the Republic of Uzbekistan" sets the goals and priorities of state policy in the field of tourism in the medium term. improvement, training of guides (tour leaders), regular retraining and advanced training of employees of tourism entities.

In addressing these challenges, one of the most pressing issues in the country is the further strengthening of the educational process in tourism and specialties in its areas, the use of various foreign educational systems,

technologies and, of course, the training of mature, competitive personnel.

In accordance with the Resolution of the President of the Republic of Uzbekistan "On measures to further develop the system of higher education" dated April 21, 2017, the establishment of close cooperation with leading scientific and educational institutions in the field of higher education. It was noted that insufficient work has been done to train and upgrade the skills of teachers and researchers in leading foreign scientific and educational institutions.

Our research in the field of tourism services shows that there are a number of problems. For example, to improve the methodology of learning foreign languages in order to improve and increase the efficiency of guide services in the field of hotel tourism services, rural tourism, as well as scientific directions that seek internal opportunities, mobilize them, make effective management decisions based on factors influencing its development. the resulting practical recommendations are not sufficiently developed and, accordingly, these issues are not sufficiently covered in the economic literature, which creates problems that create a sharp barrier in the strategic development of the tourism sector. It is natural that we will face such problems in the future in the process of training highly qualified personnel in the field of tourism. We believe that one of the effective mechanisms for overcoming the problem is the introduction of advanced foreign experience in the educational process of training highly qualified personnel. Because this mechanism can play a key role in solving and solving existing problems in the field of tourism, along with a number of theoretical problems, as well as practical ones.

In order to introduce advanced foreign experience in the educational process of tourism and to further improve the teaching

process in higher education institutions, the use of various foreign educational systems, including the Dual system, has a positive effect. Dual education system is a type of education system in which the theoretical part of the science is carried out in the university itself, and the practical part is carried out in certain enterprises. This type of education system was first used in German higher education institutions and is one of the most effective education systems today. The dual education system is currently used in universities in many developed countries, such as Finland, Switzerland, Sweden and Denmark.

In this system of education, students do internships in organizations without leaving class. In this case, an agreement is concluded between the university and the enterprise. The difference of this system is that usually most of the education takes place in organizations and less in universities (i.e. two days in college, four days in organizations).

The use of this education system in the training of highly qualified personnel in the field of tourism education is the basis for the supply of more qualified, mature personnel for tourism. After all, students will not be limited to theoretical knowledge at the institute, but will be able to practice their knowledge in hotels, travel agencies, travel agencies and various other tourism organizations. The positive aspects of the organization of training in this system in tourism are the training of highly qualified tourism specialists and ensuring their adaptation to the conditions of production. Teaching in the dual system is carried out only for third-year undergraduate students in specialty subjects. The technology of teaching in this system involves the teaching of subjects directly in the departments of enterprises in collaboration with teachers of the institute and highly qualified specialists of various enterprises. The training is conducted according to the approved programs and

agreed with the management of the relevant production enterprise.

Students in the field of tourism gain knowledge of enterprise management, production and labor organization, production technologies, current standards, methodological and normative materials on the specialty, internal regulations and have an idea of how to apply their knowledge in practice in the enterprise.

In the development of mechanisms for the formation of state requirements, orders of enterprises and organizations in relation to the quantity and quality of trained personnel from the tasks set out in the national training program. Studying the TedQual certification system of the World Tourism Organization (UNWTO) will be useful.

The World Tourism Organization (Madrid, Spain) and its Temis Institute of Tourism Education Quality (Andorra) have introduced the TedQual (TedKvol - quality of tourism education) certification system in order to introduce quality and efficiency in the rules of tourism education. The TedQual system is regulated in accordance with ISO standards.

A closer look at the TedQual system reveals that the TedQual certification system is a system of quality education of tourism education, open to all public or private educational institutions in all countries of the world, carried out at the request of educational institutions representing their interests in the BTT. Tourist education programs claiming certification are required to meet established quality standards, regardless of academic degree and duration of education.

In contrast to the international standards ISO 9001-2000, WTO TedQual is designed to improve the operational quality management system (SMT), which corresponds to the specialization of organizations in the field of qualified tourism education. The

results of our research are based on the requirements of the WTO TedQual certification system. indicates that he must have imagination. The TedQual system recommends the development and implementation of a number of indicators that will allow to take the necessary measures to address the identified shortcomings in the higher education institution and to make a realistic assessment of the situation. The first indicator includes:

- Determining the percentage of students leaving the university in the first year of the academic year, the reason for expulsion;
- To determine the percentage of students who do not attend classes, as well as their reasons;
- Analysis of students' grades in various subjects, which allows to determine the suitability of exam requirements for the level of education;
- The number of students who do not pay the amount of tuition fees of students studying on a contract basis (provided that the payment is made on a regular basis), which indicates that students are dissatisfied with the level of educational services;
- The number of students who do not lose contact with the educational institution after graduation, which in turn indicates the satisfaction of the graduate with the acquired knowledge;
- The number of students enrolled according to the recommendations of the graduates.

The second indicator of efficiency in the education system is the adaptation of graduates to the professional environment. The purpose of this process is to determine the suitability of educational products to the requirements of the employer (tourism market) and ultimately to assess the level of training of graduates. One of the main factors influencing a student's choice of major is his or her successful placement. The most important thing is how fast the above process goes and

how quickly it rises to the level of social and service. Tes1 (3ia1 University requires monitoring and recording of the growth of graduates in the professional and service ranks, recommends the formation of a number of quality indicators that allow to study this area, including:

- Percentage of graduates employed in the tourism industry in the first year of graduation, which allows them to determine whether their skills meet the requirements of the industry;
- The percentage of graduates employed in their specialty, which allows to determine whether their level of training meets the requirements of the field;
- The number of graduates of the university's line actions or self-employed. The demand for graduates allows the institution to establish its reputation and determine its level;
- The number of students employed through employment departments or similar units in the educational institution.

The third indicator is the organization of academic academic documents. Proper preparation of academic documentation for the student is a legal guarantee of education within the program. Typically, the documentation patterns are set in accordance with the legal norms established for each education system. However, a number of general descriptions apply: deadlines and responsible persons are required; the procedure and criteria for the issuance of personal documents of students in accordance with the legal norms are strictly defined; the confidentiality of the information provided is observed; the openness of documents for employees working in this service is regulated.

**TedQual certificates confirm the following:**

- The academy curricula meet the standards of the World Tourism Organization. The

training system for the tourism industry itself is carried out at a sufficient level of quality;

- The educational institution meets the requirements set by Themis Foundation - a special institute established by BTT, and has its own internationally recognized reputation;
- Recognition of the educational institution in the international market of educational services as a quality training program;
- The educational institution will have the right to join the educational association under the World Tourism Organization, which is the most prestigious educational institution in the world, which trains personnel for the tourism industry.

The introduction of the system will help to eliminate the existing shortcomings in the higher education institution and to take the necessary measures and develop a number of indicators that will allow a realistic assessment of the situation..

Features of the introduction of the dual system of education in the German tourism industry in Uzbekistan and the system of advanced training and retraining of highly qualified specialists in the field of tourism

- Three-stage: the beginning period of the course, the intermediate period, the final part, but the duration was extended from 6 to 9 months;
- There are three types of teacher training systems:
  - external learning
  - Distance learning;
  - Direct training.

#### **ACHIEVEMENTS:**

- There is information on distance and distance learning and their comparative analysis;

- Giving new knowledge about the roles and responsibilities of a tutor, author, consultant;
- Working in groups, listening to and supporting each group presentation;
- External evolutionary process in quality improvement;
- Internal evolutionary process;
- Emphasis is placed on education management;
- A friendly relationship is established between teacher and student;
- A creative environment is created;;
- The exams are chosen by the students themselves;
- Extracurricular activities are interestingly organized;;
- The enterprises provide an opportunity for students to work on a contract basis;
- Distribute handouts to each student for the next lesson
- Students who cannot answer can also be politely directed correctly by the teacher;
- Individualization of educational goals;
- The focus is on nurturing as a person who can think independently.

In conclusion, if a comparative analysis is required, we can compare the German system of advanced training and retraining with all non-governmental and non-profit training courses and a combination of training and retraining institutes in Uzbekistan. and can be applied in economics, finance, and business schools in the system of secondary special, vocational education.

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