Summary

Subject matter: The improvement of the system of staff professional upgrading in modern organization (on the example of “Kavkaz-Tur”, Ltd).

Author: Matsionis E.B.

Supervisor of studies: T.V. Kasaeva, candidate of economics, associate professor, chair of economics, management and finance.

Customer organization: “Kavkaz-Tur”, Ltd.

Topicality of the research: The problem of upgrading staff qualifications in modern organizations is not simply a topical problem, but the demand of modern market. This is conditioned by the fact that skilled staff trained according to modern tendencies is not only the pledge of the steady performance of an organization, but also the strategic basis of its development. The topicality of the training and qualifications upgrading of an organization’s workforce at the modern stage is ever increasing. The study of the problems of the development of the workforce sets the goal of finding bottlenecks in organizations connected with the use of the workforce and developing such recommendations and measures which will prevent the organization from lowering down the volume and quality of their products and services. The improvement of the workforce training and the increase in the significance of their qualification in the professional activity are among the most important elements of complex work of an organization. The key task of the progressive system of training and upgrading of the qualifications of the workforce is the overcoming of the established and ingrained skills that do not correspond to the modern system of management and acquisition of more modern professional skills and abilities.

Objective of the research is the study of the theoretical aspects of qualifications upgrading, of the multi-aspect analysis of the system of qualifications upgrading in “Kavkaz-Tur”, Ltd and development of recommendations for its improvement.

Tasks:
- to consider qualifications upgrading as an integral condition of personnel development in modern organizations;
- to classify the models, types and methods of qualifications upgrading in the organization;
- to give a general description of the performance of “Kavkaz-Tur”, Ltd;
- to analyze the state of the system of personnel professional upgrading in “Kavkaz-Tur”, Ltd;
- to identify the need for personnel, to plan out and develop programs of qualifications upgrading in “Kavkaz-Tur”, Ltd;
- to offer recommendations as regards the provision, follow-up, assessment of the efficiency and control over the process of personnel professional upgrading in “Kavkaz-Tur”, Ltd.

Theoretical significance of the research is the development of the program of qualifications upgrading for tourist firms.

Practical significance of the research is the development of recommendations for the improvement of the system of qualifications upgrading in “Kavkaz-Tur”, Ltd.

Results of the research:
- to identify the need for the workforce training in “Kavkaz-Tur”, Ltd.;
- to plan the personnel’s training in “Kavkaz-Tur”, Ltd.;
- to adopt the qualifications upgrading system in “Kavkaz-Tur”, Ltd.

Recommendations:
- to set up the system of the workforce qualifications upgrading;
- to search for the supplier of educational services for corporate training;
- to introduce constant control and improve the process of qualifications upgrading.