



SUSTAINABLE TOURISM INFRASTRUCTURE PROJECT MANAGEMENT TRAINING COURSE

28 DEC 2026 - 01 JAN 2027

KUALA LUMPUR

5200 € (PER PERSON)

REF: #TOU3085_193176



COURSE INTRODUCTION / OVERVIEW:

This comprehensive training course provides a deep dive into the critical intersection of tourism development and robust project management. In an era where destinations compete globally, the success of a tourism economy hinges on well-planned, sustainably executed, and efficiently managed infrastructure projects. This program is meticulously designed to equip professionals with the specialized skills needed to lead such projects from conception to completion. We will explore the entire project lifecycle, from initial feasibility studies and sustainable design to financing, construction, and operational handover. Drawing on principles from leading academics like Geoffrey Wall, a pioneer in tourism studies, we will analyze how infrastructure shapes the visitor experience and impacts local communities. The course references key concepts from seminal works such as "Tourism Planning and Development" by Edward Inskeep, ensuring a strong theoretical foundation. At BIG BEN Training Center, our approach is to bridge theory with real-world application, empowering participants to deliver tourism projects that are not only profitable but also environmentally sound and socially responsible, ensuring long-term destination resilience and appeal.

TARGET AUDIENCE / THIS TRAINING COURSE IS SUITABLE FOR:

- Tourism Project Managers and Directors.
- Government Officials in Ministries of Tourism, Planning, and Public Works.
- Urban and Regional Planners.
- Real Estate Developers and Investors in the hospitality sector.
- Hotel and Resort General Managers.
- Infrastructure and Construction Project Engineers.
- Consultants specializing in tourism and hospitality development.
- Destination Management Organization (DMO) professionals.
- Financial Analysts focused on infrastructure investment.
- Sustainability and Environmental Officers.

TARGET SECTORS AND INDUSTRIES:

- Hospitality and Lodging.
- Real Estate Development.
- Construction and Engineering.
- Aviation and Transportation.
- Government and Public Sector Agencies.

- Investment Banking and Private Equity.
- Environmental and Sustainability Consulting.
- Travel and Tourism Operations.
- Cultural and Heritage Site Management.



TARGET ORGANIZATIONS DEPARTMENTS:

- Project Management Office (PMO).
- Planning and Development.
- Capital Projects and Infrastructure.
- Finance and Investment.
- Operations Management.
- Strategic Planning.
- Sustainability and Corporate Social Responsibility (CSR).
- Public Works and Urban Planning.
- Procurement and Contract Management.
- Asset Management.

COURSE OFFERINGS:

By the end of this course, the participants will have able to:

- Analyze the complete lifecycle of tourism infrastructure projects from ideation to operation.
- Develop comprehensive feasibility studies incorporating market, financial, and environmental analysis.
- Apply sustainable development principles to tourism infrastructure planning and design.
- Master project management methodologies tailored to the unique challenges of the tourism industry.
- Create effective project plans, schedules, and budgets for tourism developments.
- Identify, assess, and mitigate risks specific to tourism infrastructure projects.
- Evaluate various financing models, including Public-Private Partnerships (PPPs).
- Manage stakeholder relationships effectively, including local communities and government bodies.
- Implement monitoring and evaluation systems to track project performance and impact.
- Integrate smart technology and digital solutions into modern tourism infrastructure.

COURSE METHODOLOGY:

The training methodology at BIG BEN Training Center is designed to be immersive, interactive, and highly practical. We believe that adult learning is most effective when it combines expert knowledge with hands-on application. This course moves beyond traditional lectures to foster a dynamic learning environment. Participants will engage in detailed case study analyses of real-world tourism infrastructure projects, dissecting both successes and failures to draw actionable lessons. Interactive workshops and group exercises will challenge participants to collaborate on tasks such as developing a project charter for a new eco-resort or creating a risk mitigation plan for a heritage site restoration. Facilitated discussions will encourage the sharing of diverse experiences and perspectives, enriching the learning for all. Our expert

instructors provide continuous feedback and guide participants in applying theoretical frameworks to practical scenarios they face in their professional roles. The program emphasizes a problem-solving approach, ensuring that participants leave not just with new knowledge, but with the confidence and skills to implement it immediately within their organizations.



COURSE AGENDA (COURSE UNITS)

UNIT ONE: FOUNDATIONS OF TOURISM INFRASTRUCTURE AND DEVELOPMENT

- Introduction to Tourism Infrastructure.
- The Link Between Infrastructure and Destination Competitiveness.
- Types of Tourism Infrastructure: Hard and Soft.
- The Role of Government and Private Sector in Development.
- Global Trends in Tourism Infrastructure.
- Understanding the Tourism Development Lifecycle.
- Key Stakeholders in Tourism Projects.

UNIT TWO: STRATEGIC PLANNING AND PROJECT FEASIBILITY

- Conducting Comprehensive Market and Demand Analysis.
- Site Selection and Environmental Impact Assessment (EIA).
- Developing a Sustainable Tourism Master Plan.
- Financial Modeling and Investment Appraisal Techniques.
- Legal and Regulatory Frameworks for Tourism Development.
- Social and Cultural Impact Assessments.
- Crafting the Project Feasibility Report.

UNIT THREE: PROJECT MANAGEMENT FOR TOURISM INFRASTRUCTURE

- Project Initiation and Defining Scope.
- Work Breakdown Structure (WBS) for Tourism Projects.
- Project Scheduling, Time Management, and Critical Path Method.
- Cost Estimation and Budget Management.
- Quality Planning and Assurance in Hospitality Construction.
- Human Resource Management for Project Teams.
- Project Monitoring, Control, and Reporting.

UNIT FOUR: PROCUREMENT, FINANCE, AND RISK MANAGEMENT

- Procurement Strategies and Contract Management.
- Sources of Finance: FDI, Public Funds, and Private Equity.
- Understanding Public-Private Partnerships (PPPs) in Tourism.
- Risk Identification and Qualitative Risk Analysis.
- Quantitative Risk Analysis and Mitigation Strategies.

- Managing Political, Environmental, and Market Risks.
- Crisis and Disaster Preparedness for Tourism Infrastructure.



UNIT FIVE: PROJECT IMPLEMENTATION, HANDOVER, AND FUTURE TRENDS

- Managing Construction and On-site Operations.
- Project Commissioning and Handover to Operations.
- Post-Project Evaluation and Benefits Realization.
- The Role of Smart Technology and IoT in Tourism Infrastructure.
- Developing Resilient and Climate-Adapted Infrastructure.
- Trends in Ecotourism and Community-Based Projects.
- Asset Management and Long-Term Maintenance Planning.

FAQ:

QUALIFICATIONS REQUIRED FOR REGISTERING TO THIS COURSE?

There are no requirements.

HOW LONG IS EACH DAILY SESSION, AND WHAT IS THE TOTAL NUMBER OF TRAINING HOURS FOR THE COURSE?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

SOMETHING TO THINK ABOUT:

How can tourism infrastructure development balance the economic demands of investors with the socio-cultural preservation needs of local communities?

WHAT UNIQUE QUALITIES DOES THIS COURSE OFFER COMPARED TO OTHER COURSES?

This course distinguishes itself by providing a specialized, holistic synthesis of two distinct professional fields: disciplined project management and the dynamic tourism industry. Unlike generic project management courses, every module, case study, and discussion is framed within the specific context of tourism infrastructure, addressing its unique challenges such as seasonality, environmental sensitivity, and community impact. We move beyond simply teaching the PMBOK framework; we adapt it, showing participants how to apply its principles to projects ranging from boutique eco-lodges to large-scale airport expansions. Furthermore, the curriculum places a heavy emphasis on sustainability and resilience, not as afterthoughts, but as core components of successful project planning and execution. Participants will learn to build infrastructure that is not only profitable but also future-proofed against environmental changes and shifting market demands. The course's focus on practical application, through simulations of feasibility studies and risk management workshops, ensures that attendees gain tangible skills they can immediately deploy to enhance project outcomes and drive sustainable growth in their respective destinations.