

IMPROVING ACCESSIBILITY THROUGH TRAINING IN TOURISM (ITTI)

1. PARTNERS:

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- **European Network for Accessible Tourism**
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2. PROJECT DURATION:

24 months, 15th of October 2009 - 15th of October 2011

3. SUMMARY OF THE PROJECT

The main aim of the project ITTI is to improve accessibility of tourism services through tailored training for tourism employees on working with disabled and elderly guests, and to increase the competitiveness of tourism facilities and tourism workers on the labour market. For this purpose we will analyze training needs in Slovene tourism sector, transfer and adapt training modules on accessible tourism and work with clients with

special needs, train the trainers who will further train tourism employees, disseminate results among all potential users and finally exploit the results for improved accessibility. Through project we will inform, educate and train employees in tourism sector on working with guests with mobility problems, as well as with guests with visual, sensory and mental impairment, improve their skills and hence increase their competitiveness on labour market. These actions will both affect staff's personal development and improve the accessibility of tourist offer on two levels, physical and psychical. Informed, educated and trained workers will contribute to a more equal integration of the disabled in today's society and in tourism flows. We believe that by basing training on real labour market needs and integrating it into work processes, we will target the exact missing knowledge and will be able to improve missing skills in the field of accessible tourism for all. Additionally, active inclusion of the disabled in need analysis will help us cover the most important topics from the disabled point of view. To ensure effective realization of aims and objectives, a consortium of 8 partners was established. ŠENT (Slovenian Association for Mental Health) will coordinate the project and will be responsible for its successful implementation. NTA (National Tourist Association of Slovenia) will complement the role of ŠENT by acting as a linkage between social services and tourism sector. Three foreign partners, TANDEM (Italy), CVT SBIE (Greece) and COU/CENTRIA (Finland), possess materials, experience and know-how in the field of social tourism that will be transferred to Slovenia. European Network for Accessible Tourism ENAT and two Slovene public institutions, Ministry of Economy with Directorate for Tourism and Ministry of Labour, Family and Social affairs with Directorate for Disabled, are all important stakeholders and social partners. They will participate as associated partners and project supporters. Final training modules will be published in a project manual and presented at a final conference in Slovenia. The project will also be presented at one of ENAT's international events where synergies will be sought with similar other projects and activities. Number of trainers with increased knowledge on accessible tourism will rise, as well as number of staff, trained to handle disabled and elderly guests. Project results will also be used after the end of the project, when ŠENT and NTA will continue with activities and training in the field of tourism for all through Disabled Friendly actions.

4. PROJECT WORKPACKAGES WITH RESULTS (Short)

1. **Need analysis on knowledge and skills required for dealing with disabled tourists** (15th of October 2009 – 15th of March 2010)
 - presentation of EUFORME and ISTO methodology on first workshop (second day of "kick off" meeting)
 - assessment of tourist organizations
 - questionnaires for tourist organizations
 - analysis
2. **Transfer and adaptation of training modules and e-tool for tourism employees**
1st of March 2010 – 15th of September 2010)
 - National workshop for discussion of suggestions with expert on tourism and disability,
 - Adaptation of EuForME modules, Happy Tourist self-learning e-tool regarding needs analysis
 - Final modules
3. **Training for trainers** (1st of September 2010- 31st of January 2010)
 - Selection of future trainers
 - trainings
 - Visiting good practices abroad

4. Implementation of training modules (1st of February 2011 – 31st of August 2011)

- 6 pilot trainings for tourist workers

5. Management of the Consortium (15th of October 2009 – 15th of October 2011)

- 5 consortium meetings
- 2 project reports, intermediate and final

6. Dissemination and Exploitation (15th of October 2009 – 15th of October 2011)

- preparation of promotion material (project manual, web page, leaflet)
- final project conference

7. Evaluation and Quality Management (15th of October 2009 – 15th of October 2011)

- evaluation questionnaires and analysis on different level

5. OBJECTIVES

The objective of the project is to analyze the training needs in Slovene tourism sector in accessible tourism for all and, based on the analysis, to transfer training modules developed in EUFORME and HAPPY TOURIST projects to Slovenia in an appropriate form, taking into consideration national findings. Modules will definitely cover the following 4 topics: importance of accessible tourism offer, components of accessible tourism product, needs of disabled guests, and techniques for welcoming clients with specific needs. In addition, two new modules are planned, contents of which depend on national need analysis. Modules will be complemented with Happy Tourist e-tool for self-learning and with findings from other projects, such as ISTO, Netmen, Equal Tourist and CETA.

Further objective is to train the trainers and to conduct pilot trainings in five types of selected tourism facilities: accommodation facilities, recreation facilities, catering sector (bars, restaurants), tourism information centres/tourism destinations/tourism agencies and cultural institutions.

As the main output a manual and self-learning e-tool will be prepared while the main project result will be tourism employees with increased knowledge, skills and competences, trainers trained in the field of tourism for all, and established basis for long-term cooperation with tourism companies on one hand and social partners on the other.