ACCESS TRAINING:
A UNIVERSAL REQUIREMENT FOR MANAGERS AND STAFF

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Why improving accessibility in your business?

1. Gaining Market Share
2. Improving Quality
3. Legal and Moral Obligations
What needs to be learnt?

1. Difference between disabilities
2. Knowledge on specific access needs
3. Be aware of potential issues
4. Meeting customers’ needs
How to make a business accessible?

The very FIRST step is to **Train Managers and Staff**

- Webinars
- Workshops
- Individual Training
- VET Training
In-Tour INclusive TOURism professions

European curricula for accessible Tourism Manager & Frontline staff

• UE Erasmus+ project with 14 European Partners
• Partners from 6 European countries (Belgium, Germany, Greece, Italy, Spain, Sweden.)
• Aims to cover a gap in the European training system and to offer quality education and training
• Define the competences that Inclusive Tourism professions should have in tourism market

www.in-tour.eu
In-Tour Occupational Profiles

Will be developed 2 Occupational Profiles to be promoted at European Level for supporting VET in the field of Tourism:

1. ITM – Inclusive Tourism Manager

2. ITFS – Inclusive Frontline Staff
In-Tour Pilot Courses

5 Pilot Courses to be developed in 3 different countries: Germany, Greece and Italy

**UNIGE** University of Genoa, Italy
- 1 course: First level Master course Inclusive Tourism Manager (ITM)

**FHD** (University of Dresden), Germany
- 2 courses: IT Frontline Staff (ITFS) + Manager (ITM)
  - **Level:** EQF5 + EQF 6
  - **Timing:** 500 hours
  - **Credits:** 20 ECTS + 30 ECTS
  - **Certificate:** Lifelong Learning Certificate

**HOU** (Hellenic Open University), Greece
- 2 courses: IT Frontline Staff (ITFS) + Manager (ITM)
  - **Level:** EQF5 + EQF6
  - **Timing:** 500 hours
  - **Credits:** 20 ECTS
  - **Certificate:** Certificate of Further Education

[www.in-tour.eu](http://www.in-tour.eu)
The main Project Result will be...

IN-Tour learners acquiring knowledge, skills and competencies to contribute to the tourism inclusive practices regarding the provision of equitable services for all customers.

The flexibility and modularity of the Curriculum will assure the possibility of being established in the different EU countries.

www.in-tour.eu
Thank you!

“You take delight not in a city's seven or seventy wonders, but in the answer it gives to a question of yours.”

Italo Calvino - Invisible Cities

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