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# **STRUCTURE AND CONTENT OF MODULAR TRAINING PROGRAM**

## **THEORETICAL PART**

### **Introduction**

- Who is an Access Angel and what is his/her role
- Role of the Access Angels trainer

### **Contact with impaired and disabled persons**

- How to work with the feelings that brings us contact with physically disabled people
- How to work with stereotypes connected with handicapped persons
- How to avoid wrong attitude to handicapped persons
- Rules for dealing with disabled people
- Role of empathy and social values of Access Angels service

### **Contact with tourism service providers.**

- How to present Access Angels concept and advantages to service providers/public administration
- How to work with objections and distrust of tourism providers/public administration

### **Characteristics and care techniques of individual impairments and disabilities:**

- Wheelchair users
- Persons unable to walk without help
- People who can not use their fingers
- People unable to use one hand.
- People with little physical strength.
- People with reduced coordination of movements.
- Persons with speech disability
- Persons with limited expressing abilities.
- Persons with mental disabilities
- People with complete hearing loss, deaf
- People with hearing impairment, hearing impaired
- Persons with complete vision loss, blind.
- Persons with visual impairment,

This project

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### **Each impairment and disability will be described in terms of:**

- barriers and limiting factors in tourism
- the hidden and obvious discrimination of these clients
- ways to overcome and eliminate them
- possibilities of direct support for handicapped clients through a modified offer
- Possibilities of direct support for disabled clients from Access Angels in terms of non-medical personal assistance as:
  - ✓ domestic assistance (cleaning, cooking, washing, shopping, reading, or note-taking)
  - ✓ personal care (transferring, skin care, positioning, bathing, range of motion exercises, dressing, grooming, and toilet assistance)
  - ✓ Transportation (pushing a wheelchair, guiding someone, assisting with transitions and transfers)
  - ✓ Communication with disabled clients
- possibilities and options of technical support possibilities and options - equipment and facilities
- first aid basics and specifics
- tools to evaluate newly adopted measures

### **Summary**

Modular training for Access Angels trainers will include set of tools and measurements, elaborated to each topic, compatible with requirements of ECVET - the European Credit system for Vocational Education and Training and as well with requirements for certification process. For each disability care will be developed individual sheet according to ECVET principles to give the possibility to assess, check and evaluate specific skills and knowledge that the Access Angels trainees gain during the training. This evaluation and certification model will be transferable to all EU countries.

### **PRACTICAL PART**

- familiarizing yourself with the environment where practical training will take place
- explanation of expected practical activities in personal assistance for disabled people
- practical involvement in personal non-medical assistance activities under the supervision of real assistants

### **EVALUATION AND CERTIFICATION**

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At the end of the training, participants will pass through evaluation and examination process leading to obtaining of VCC certificate giving them recognition of newly obtained qualification.

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