ACCESS IT

Scenarios for practical sessions

Trainers Toolkit
GL1

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GAL Molise
agenzia per lo sviluppo locale

EUROGITES

ECQ

UAB
Universitat Autònoma
de Barcelona

ENAT
European Network for
Accessible Tourism

Type of activity	The participants of the exercise may be managers or staff who provide or want to provide accessible tourism services, in: • hotels, hostels, motels, holiday rental accommodation; • cultural tourism venues and attractions: religious buildings, museums, etc… • restaurants, cafes, bars, etc.; • places of recreation and relaxation: swimming pools, gyms, playgrounds, public gardens, parks; • service outlets and facilities with access for the public: tourist information offices, shops, travel agencies; public toilets; • etc.
Overview & learning objective	Understanding the concept of the "Visitor Journey" and the importance of accessibility in all parts of the tourism value chain. Learning Objectives: • acquiring knowledge of the Visitor Journey phases and the need for seamless quality in access • acquiring knowledge on the provision of accessible services in each step of the visitor journey • understanding the interrelations between multiple service providers • being able to identify the "touch points" and their relevance for the customers in a rural area.
Duration / timing	45 minutes
Number of participants	Group training activity (from 10 to 20 people). The activity may take place face-to face (10-15 people) or online (20 people)
Materials & environment	Tutor. The meeting room should have tables to enable working in small groups of 4-5 persons. Materials: • Tutor/presenter: 1 PC/laptop, large screen, Internet connection • Working groups: 1 PC/ groups. Laptop with MS WORD per group, Internet connection • Flipchart and markers. As an alternative to face-to-face training, it is possible to conduct the session online, with the tutor presenting the training and instruction, using a digital whiteboard. E.g. Miro.
Implementation procedure (instructions / trainers' notes)	Session Instructions 1. Presentation of the project, the teacher, participants 2. Information about the purpose of the session 3. Presentation of theoretical issues related to the topic. Explanation of the meaning of Visitor Journey and the chain of tourism services. Identifying the requirements of tourists with specific access needs when planning a trip and the necessity for objective data and information. 4. Assigning a case of tourists with specific access requirements to each group to design a Visitor Journey based on the specific requirements of the "persona". Discussion on the exercise results – questions and answers. 1. Conclusions by the tutor. 2. Participants fill in a Course Evaluation Form.
Tips & recommendations for trainers	The tutor must be experienced in Accessible Tourism techniques and Tourism for All concepts and strategies.
Variations / possibility for adaptation	Classroom instruction or online.
Handouts & other resources	Guideline 1. How to assess accessibility of a tourism product or service Project description

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Overview & learning objective	Learning Objectives: • acquiring knowledge on why to assess (which data and descriptions to collect) the accessibility of tourism environments, products and services for visitors with various specific access requirements, • Understanding the specific access requirements of each type of customers
Duration / timing	45 minutes
Number of participants	Group training activity (from 10 to 20 people). The activity may take place face-to face (10-15 people) or online (20 people)
Materials & environment	Tutor. The meeting room should have tables to enable working in small groups of 4-5 persons. Materials: • Tutor/presenter: 1 PC/laptop, large screen, Internet connection • Working groups: 1 PC/laptop with MS WORD per group, Internet connection • Flipchart and markers. As an alternative to face-to-face training, it is possible to conduct this session online, with the tutor presenting the training and instruction.
Implementation procedure (instructions / trainers' notes)	Session Instructions 1. Presentation of the project, the teacher, participants 2. Information about the purpose of the session 3. Presentation of theoretical issues related to the topic (why to assess accessibility of a tourism venue, product or service). Explanation of key accessibility indicators/assessments and techniques 4. How to identify the specific requirements of customers and techniques to match them with the collection of data, the release of information and customer care 5. Assign a set of tourist requirements to each group to make them identify what to assess in order to provide the relevant information to each "group" Discussion on the exercise results – questions and answers. 1. Conclusions by the tutor. 2. Participants fill in a Course Evaluation Form.
Tips & recommendations for trainers	The tutor must be experienced in accessible tourism
Variations / possibility for adaptation	Classroom instruction or online.
Handouts & other resources	Guideline 1. How to assess accessibility of a tourism product or service Disability etiquette Project description

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ACTIVITY 3
Access audits: practical tools and methods for measuring and describing a small-scale facility or tourism services

Type of activity	The participants of the exercise may be managers or staff who provide or want to provide accessible tourism services, in: • hotels, hostels, motels, holiday rental accommodation; • cultural tourism venues and attractions: religious buildings, museums, etc… • restaurants, cafes, bars, etc.; • places of recreation and relaxation: swimming pools, gyms, playgrounds, public gardens, parks; • service outlets and facilities with access for the public: tourist information offices, shops, travel agencies; public toilets; • etc.
Overview & learning objective	Learning Objectives: • gaining practical skills in making an accessibility assessment of a small-scale facility or tourism service, • acquiring knowledge on the procedures to perform an accessibility audit, considering the functions of approaching, entering and using a facility • become familiar with the tools and how to use them • use of the access audit checklists and Pantou Access Statement (template) • acquiring knowledge on what to assess (taking measures, pictures and videos
Duration / timing	60 minutes plus practical outdoor exercise
Number of participants	Group training activity (from 10 to 20 people). The activity may take place face-to face (10-15 people) or online (20 people)
Materials & environment	Tutor. The meeting room should have tables to enable working in small groups of 4-5 persons. Materials: • Tutor/presenter: 1 PC/laptop, large screen, Internet connection • Working groups: 1 PC/laptop with MS WORD per group, Internet connection, 1 tape measure and/or laser measuring device, 1 smart phone camera. • Flipchart and markers. As an alternative to face-to-face training, it is possible to conduct an introductory session online, with the tutor presenting the training and instruction. The practical session shall normally be done "on site" with group work in a tourism venue. Where this is not possible, individual trainees may perform the tasks on their own, with a remote supervisor "on call", using a live video connection e.g. Skype.
Implementation procedure (instructions / trainers' notes)	**Session instruction** 1. Presentation of the project, the teacher, participants 2. Information about the purpose of the session 3. Presentation of theoretical issues related to the topic (how to assess accessibility of a tourism venue, product or service). Explanation of assessments techniques, **Carry out an accessibility assessment (60 minutes).** 1. Dividing the participants into groups, and allocation of an assessment case to each group. 2. Assessment work carried out "in the field" by groups: observation, measurement, description, recording. Carried out under tutor supervision. **Presentation of assessment results** Problems encountered while conducting the assessment, adopted solutions. Understanding the checklist question etc. 1. Conclusions by the tutor. 2. Participants fill in a Course Evaluation Form.
Tips & recommendations for trainers	The tutor must be experienced in carrying out accessibility assessments and have several case studies to present.
Variations / possibility for adaptation	Carrying out the Accessibility Assessment is not possible as an online course. Alternatively, the trainees could watch videos of the assessment on different sites. This would limit the experience of filling in the Pantou Access Statement.
Handouts & other resources	Guideline 1. How to assess accessibility of a tourism product or service, project description

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Type of activity	The participants of the exercise may be managers or staff who provide or want to provide accessible tourism services, in: • hotels, hostels, motels, holiday rental accommodation; • cultural tourism venues and attractions: religious buildings, museums, etc… • restaurants, cafes, bars, etc.; • places of recreation and relaxation: swimming pools, gyms, playgrounds, public gardens, parks; • service outlets and facilities with access for the public: tourist information offices, shops, travel agencies; public toilets; • etc.
Overview & learning objective	Learning Objectives: • acquiring knowledge on how to use the Pantou Access Statement template as a guide to report and publish the results of an accessibility assessment. • Acquiring skills to prepare an Access Guide of inspected facilities
Duration / timing	60 minutes
Number of participants	Group training activity (from 10 to 20 people). The activity may take place face-to face (10-15 people) or online (20 people)
Materials & environment	Tutor. The meeting room should have tables to enable working in small groups of 4-5 persons. Materials: • Tutor/presenter: 1 PC/laptop, large screen, Internet connection • Working groups: 1 PC/laptop with MS WORD per group, Internet connection, 1 tape measure and/or laser measuring device, 1 smart phone camera. • Flipchart and markers. As an alternative to face-to-face training, this session can be arranged online with small groups.
Implementation procedure (instructions / trainers' notes)	Session instruction 1. Presentation of the project, the teacher, participants 2. Information about the purpose of the session 3. Explanation of a "sample" Pantou Access Statement template and its contents. 4. Verification of the Pantou Access Statement by each group using information collected during Session 3 5. Design and draft an Access Guide using data collected 6. Discussion of assessment process and reports. 7. Conclusions by the tutor. 8. Participants fill in a Course Evaluation Form.
Tips & recommendations for trainers	The tutor must be familiar with the Pantou Access Statement and how to use it.
Variations / possibility for adaptation	Classroom instruction or online.
Handouts & other resources	Guideline 1. How to assess accessibility of a tourism product or service Pantou Access Statement, available from: https://pantou.org/access-statement Examples of published Access Guides as reference material.

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