

# “Train the trainer” activities

Final version of 07/02/2020

Deliverable number D 3.4.1



**Project Acronym:** TOURISM4ALL

**Project ID Number:** 10047361

**Project Title:** Development of a cross-border network for the promotion of the accessible tourism destinations

**Priority Axis:** 3 Environment And Cultural Heritage

**Specific objective:** 3.1 Make natural and cultural heritage a leverage for sustainable and more balanced territorial development

**Work Package Number:** 3

**Work Package Title:** Common methodology, capacity building and competences growth in the accessible tourism sector

**Activity Nnumber:** 3.4

**Activity Title:** Development of specific skills for the management of accessible tourism services

**Partner in Charge:** Irecoop Veneto, Odòs

**Partners involved:** All partners

**Status:** Final

**Distribution:** Public

## Table of content

1. Introduction – “Train the trainers” events .....	3
2. “Train the trainer event” in Ancona.....	3
3. Train the trainer” event in Padua .....	5

## 1. Introduction – “Train the trainers” events

**Working languages:** Italian/Croatian/English (an interpreting service will be provided).

**Objective:** establishing an “accessibility culture” that will ensure long-term supply and development of accessible-tourism services; developing the skills of accessible-tourism service providers.

**Target:** tour operators identified among the stakeholders group of the project pilot sites representing “**Accessible Tourism Supply**” (e.g. tour operators, representatives of hotel associations or restaurants, representatives of museum associations, beach or nature sites, and **professional trainers** at the above-mentioned organisations).

**Structure:** lectures, group workshops with project work, peer-to-peer activities, plus an experiential visit with case studies/case histories and best practices.

## 2. “Train the trainer event” in Ancona

**Venue:** Mole Vanvitelliana, Aula Didattica (Ancona, Italy).

**Date:** 04. - 07. 02. 2020.

**Nr. of participants:** around 22 people (from both the Italian and Croatian side) took part in the training sessions.

### **About**

- ✓ Each partner sent at least one participant (all PPs were represented).
- ✓ This training session, which was the second train the trainers session in the frame of the project, was devoted to “The demand of accessible tourism” (e.g. organizations representing people with disabilities, trainers, ecc.).
- ✓ 11 out of 14 partners sent stakeholders, including local tour operators, researchers, sport services managers, people with disabilities; the other partners sent staff.

- ✓ The project coordinator of the training session was Mr. Roberto Vitali (*Village4all SRL* CEO). 4 other teachers were involved in the training session:
  - Ms. Debora Coradazzi for “Autism and other intellectual disabilities”;
  - Ms. Elisabetta Schiavone for “Motor disability”;
  - Ms. Emanuela Storani for “Visual disability”;
  - Ms. Consuelo Agnesi for “Hearing disability” [Deaf and hard-of-hearing”]
- ✓ For the last day, PP9 Odòs organised an experiential visit in wheelchairs to the Ancona city centre, so that the participants could be able to experience the difficulty of moving in a wheelchair through the streets of our cities;
- ✓ We invited press (RAI) in order to give local visibility to the project; unfortunately they had an unavailability problem due to other local urgencies;
- ✓ PP9 Odòs filmed part of the lessons, which will soon be available on Odòs Youtube channel;
- ✓ PP9 Odòs also filmed interviews with some of the participants, which will be turned into video clips in Italian and Croatian with English subtitles, in order to promote the Tourism4all project and the training activities in Ancona through the partnership social channels;
- ✓ As a result of the train the trainers activity, *n.1* local training session must be organised by each pp, starting from the information given in the frame of the two train the trainers sessions in Padua and Ancona.





### 3. Train the trainer” event in Padua

Irecoop Veneto in the TOURISM4ALL project, has organised the first training the trainers activity foreseen in the WP 3.4 activity “Development of specific skills for the management of accessible tourism services”

This activity was held in Padua from 25 to 28 November 2019.

This training session was dedicated to **“The supply of accessible tourism”** (e.g. tour operators and representatives of hotel associations, restaurants, museum associations, beach resorts and nature sites, or professional trainers for the above-mentioned organizations).

The project coordinator of the training session was Mr. Roberto Vitali – Village4all

We filmed part of Mr. Vitali’s lessons and we have produced some training videos available on our web site <https://www.irecoop.veneto.it/tourism.4.all>

Four other trainers were involved in the training sessions: Mr. Luciano Bedin for “Autism

and other intellectual disabilities”; Mr. Stefano Maurizio for “Motor disability”; Mr. Marco Andreoli for “Visual disability”; Mr. Consuelo Agnesi via Skype for “Hearing disability” (Deaf and hard-of-hearing)

For the last day, we organised an experiential visit to Padua city centre, where all the participants tested the various itineraries in a wheelchair.

Participants were given a questionnaire on the training sessions and they expressed a very good evaluation on the training sessions held in Padua.



