



# FAST

Facilitating Accessibility  
in Support of Tourism

## JOB ANALYSIS for a JOB SPECIFICATION AND DESCRIPTION



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## 1. Introduction

FAST addresses a service need which is currently a key barrier to accessible travel. Personal Assistant Services (PAS) are often necessary to accessible travellers but expensive to have, primarily because they are controlled by travel agencies and the supply of such professionals is low. This project (FAST) will develop the definition of the individual who offers PAS to give more people the opportunity to become “Accessibility Travel Facilitators” (ATF). In this regard, FAST will first define the exact role and duties of the ATF under the new conditions and requirements. By clearly defining the role, the responsibilities and corresponding expectations will be set. Consequently, the definition of the position will identify the necessary qualifications, experience and educational requirements.

As the occupational role of the ATF will be significant and key to the growth of accessible tourism, the project will design a qualifications framework for its profile to accredit the acquired skills by defining the level descriptors and the corresponding learning outcomes based on EQF. This will also facilitate access to, mobility and progression within education, training and career path. Furthermore, this will enable national qualification systems to expedite recognition of the acquired skills and competences, thereby ensuring an integrated system that encourages lifelong learning. FAST will then develop the necessary training framework comprising of the training methodology, training curricula and didactic material.

Lastly, an Assessment Guide will be developed to address assessment strategies for the different stages of learning.

## 2. About this document

The position of the "Accessible Travel Facilitator" is new to the tourism ecosystem. In order to describe this new position, the partnership has performed a Job Analysis exercise. Job analysis is defined as the systematic process for identifying the nature and outcomes of a position by determining the specific tasks and activities performed to achieve desired results and the context in which work is performed. The results of the job analysis for the “Accessible Travel Facilitator” position will be used for the Job Description, in a next step. The details shown on the following pages are the analysis results done by BEST Institut für berufsbezogene Weiterbildung und Personaltraining GmbH based on interviews and focus groups with stakeholders in the project’s partner countries organised and summarised by project partners.

### 3. Job Analysis Results for the Job Description and Job Specification

	Educational Qualification	Experience	Skills & Knowledge	Personality Traits and Characteristics
<b>AUSTRIA</b> <ul style="list-style-type: none"> <li>BEST Institut für berufsbezogene Weiterbildung und Personaltraining GmbH</li> </ul>	<ul style="list-style-type: none"> <li>Min. age 15 (e.g. for apprenticeship), or min. age 18 (e.g. further education/training after secondary school)</li> <li>Duration/length 2-4 years (similar to BA-programme, dependent on prior work experience).</li> <li>Basic health-related knowledge (e.g. knowledge of accessibility criteria/the needs of people with disabilities).</li> <li>Basic knowledge in travel management, general knowledge is important.</li> </ul>	<ul style="list-style-type: none"> <li>Work experience in health care (nurse, nursing assistant), tourism sector (travel agent) or social professions (social worker) is an advantage.</li> <li>Work experience with people with disabilities is considered not a must, but highly desirable.</li> </ul>	<ul style="list-style-type: none"> <li>Adept at using basic (technical/medical/special) equipment and resources (e.g. wheelchairs, accessible cars, etc.). Knowledge of how to use special devices is not a must, but an advantage.</li> <li>Using a first aid kit is an advantage/must; provision of first aid is a must.</li> <li>Specialisation during training/education on certain disabilities.</li> </ul>	<ul style="list-style-type: none"> <li>Emotionally intelligent/empathetic and socially competent, stress resilient, mentally and physically healthy (e.g. to be evaluated in assessment centres).</li> <li>ATF to be recruited through tourism schools/colleges, tour guides, nursing schools, etc.</li> <li>In case of complaints of ATF work: implementation of complaint &amp; conflict management to find appropriate solution, customer feedback for evaluation and development</li> </ul>

- Knowledge in geography/history is considered an advantage.
- Internship/practical experience is relevant.

ATF does not need to know how to handle every type of disability.

- IT skills (internet/social media)
- Language skills (first language of client and English/other languages; knowledge of sign language not mandatory → specialisation during training.
- Sensitivity towards religion is important (e.g. for religious travels).
- Driver's license no must.

	Educational Qualification	Experience	Skills & Knowledge	Personality Traits and Characteristics
<b>CYPRUS</b>	<ul style="list-style-type: none"> <li>Min. age 18 (after completion of secondary school)</li> </ul>	<ul style="list-style-type: none"> <li>No specific work experience required (incl. work experience with people with disabilities is not considered a must)</li> </ul>	<ul style="list-style-type: none"> <li>Adept at using basic (technical/medical/special) equipment and resources (e.g. wheelchairs, accessible cars, etc.),</li> </ul>	<ul style="list-style-type: none"> <li>Emotionally intelligent/empathetic</li> </ul>
<ul style="list-style-type: none"> <li>DEKAPLUS Business Services</li> <li>Etaireia touristikis anaptiksis kaiprovolis periferias leykosias</li> </ul>	<ul style="list-style-type: none"> <li>2-year training followed by 1-year specialised training programme, specialising on one/certain disability(ies) so that ATF is qualified to only work with disabled travellers of their specialisation.</li> <li>Internship at travel agency to collect business experience.</li> <li>Basic knowledge in history/geography/politics, but no substitution for job of tour guide.</li> </ul>	<ul style="list-style-type: none"> <li>Suggestion: Tourist guides/care professionals/social workers may enhance their knowledge and become ATFs.</li> </ul>	<ul style="list-style-type: none"> <li>IT skills (internet, social media),</li> <li>Well-informed about travel destinations (cultural codes, cultural and religious sensitivity, also towards LGBTQ community etc.),</li> <li>Managerial, communication, organisational and problem-solving skills.</li> </ul>	<ul style="list-style-type: none"> <li>Flexible and open-minded/social and tolerant/sincere and polite</li> <li>Patient/organised/punctual,</li> <li>Good communication skills.</li> <li>The ATF license can be revoked if complaints are submitted to the issuing authority (Deputy Ministry of Tourism).</li> </ul>

- Knowledge in psychology/servicing disabilities/disability equipment.
- Training should provide necessary skills to fulfil obligations towards client, with assessment/evaluation at end. Distinction between ATF and tourist guide must be clear.
- First aid training and knowledge of basic safety issues (e.g. knowledge of accessibility infrastructure).
- Languages (first language and preferably English; sign language optional at later stage during training).
- Driver's license is must/advantage.



	Educational Qualification	Experience	Skills & Knowledge	Personality Traits and Characteristics
<b>GREECE</b>  <ul style="list-style-type: none"> <li>Apostolina tsaltampasi kai sia EE</li> </ul>	<ul style="list-style-type: none"> <li>Min. age 18</li> <li>Duration/length varies: 6 months programme to 6 years university degree → dependent on the ATF's background, whether it is medical or touristic, or open.</li> <li>Internship should be included.</li> <li>Basic health-related knowledge /knowledge of safety issues (e.g. knowledge of accessibility criteria/the needs of people with disabilities/ATF should always have an emergency kit on them). This</li> </ul>	<ul style="list-style-type: none"> <li>Responses as to required work experiences vary. Medical and touristic experience is an asset.</li> <li>Having experience working with persons with disabilities is also considered a plus, but not a prerequisite.</li> </ul>	<ul style="list-style-type: none"> <li>Adept at using basic (technical/medical/special ) equipment and resources (e.g. wheelchairs, accessible cars, etc.), but it depends on the disability,</li> <li>Able to work with all types of disabilities (only some think that ATF job profile should be restricted to specific disability).</li> <li>IT skills (social media)</li> <li>Knowledge of cultural codes and religious background of clients.</li> </ul>	<ul style="list-style-type: none"> <li>Emotionally intelligent/empathetic</li> <li>Flexible/adaptable/open to needs of people with disabilities/understanding.</li> <li>Willing to learn.</li> <li>Good physical health.</li> <li>Potential candidates for ATF: tourist industry, special education teachers, medical personnel, those, who collaborate with relevant authorities.</li> <li>ATF's employment can be terminated, however, implementing a feedback/evaluation form for complaints is suggested.</li> </ul>

knowledge should regularly be updated through seminars/further training.

- ATF should have knowledge on how to make tours accessible.
- Basic knowledge of history/sightseeing is useful.
- Responses about ATF education vary: open to all vs. open for those involved in the tourism industry and special education teachers for example.

- Languages: Local language of tourist destination and English; sign language (local and English sign language) is considered important.
- Driver's license is useful, but not mandatory.

	Educational Qualification	Experience	Skills & Knowledge	Personality Traits and Characteristics
<b>PORTUGAL</b> <ul style="list-style-type: none"> <li>Sociedade portuguesa de inovacao consultadoria empresarial e foment da inovacao sa</li> </ul>	<ul style="list-style-type: none"> <li>2 options suggested (both options require an internship/practical component incl. supervision):</li> <li>ATF-qualification as a 3-year degree</li> <li>ATF-qualification as a 1-year specialised training, given a degree in tourism/social services/health care has already been completed.</li> </ul> <p>Topics to be covered during qualification training (1-year/3-year training):</p> <ul style="list-style-type: none"> <li>Tourism (culture/history/gastronomy/geography, etc.)</li> <li>Medicine (first aid/anatomy/physiology/b</li> </ul>	<ul style="list-style-type: none"> <li>Experience in tourism, health, social services sector or as guide/interpreter or experience in working with people with disabilities is considered an asset, albeit it is not considered mandatory.</li> <li>ATF shall be able to work with all tourism stakeholders (local/regional entities to tourism agencies/hotels, etc.)</li> <li>ATF can be employed with specialised entity or as freelance/service provider.</li> </ul>	<ul style="list-style-type: none"> <li>The role of the ATF needs to be clearly specified, especially the degree to which ATF intervene and interact with clients.</li> <li>Adept at using (technical/medical/special) equipment and resources (e.g. wheelchairs, accessible cars, etc.),</li> <li>IT skills.</li> <li>Well-informed about travel destinations (cultural codes, etc.),</li> <li>Managerial, communication, organisational and</li> </ul>	<ul style="list-style-type: none"> <li>Emotionally intelligent/empathetic.</li> <li>Good communication skills/team player-mindset.</li> <li>Flexible and open-minded/social and tolerant.</li> <li>Patient /dedicated/capable to lead/resilient.</li> <li>A disability on part of the ATF is not considered an obstacle in exercising the profession.</li> </ul>

asic life support, etc.)

- Management  
(organisational skills)
- Psychology
- Marketing &  
Communication
- Training must be obtained  
through a technological  
specialisation course  
(1 or 2 years).

problem-solving  
skills.

- Driver's license is an  
asset, but not a must.
- Languages (foreign  
and sign  
language/universal  
signs of  
communication or  
other ways of  
communicating with  
people, who are hard  
of hearing).

	Educational Qualification	Experience	Skills & Knowledge	Personality Traits and Characteristics
<b>SLOVENIA</b> <ul style="list-style-type: none"> <li>Srednja sola za gostinstvo in turizem Maribor</li> <li>INUK</li> </ul>	<ul style="list-style-type: none"> <li>Min. age to start ATF training is 16, obtaining license as ATF at min. age 18.</li> <li>Duration/length depends on set curriculum. Internships are increasingly being abandoned in Slovenia.</li> <li>Basic health-related knowledge (e.g. knowledge of accessibility criteria/the needs of people with disabilities).</li> <li>Basic knowledge of tourism industry is required. (Depending on the realm, in which the ATF will be working, i.e. if</li> </ul>	<ul style="list-style-type: none"> <li>Experience and basic knowledge in working with people with disabilities.</li> <li>Knowledge of tourism, social inclusion, local environment, knowledge of needs of accessible tourism.</li> <li>Tour guides, social workers and health care workers are considered to be suitable as ATF.</li> <li>A degree in humanities or experience in tourism</li> </ul>	<ul style="list-style-type: none"> <li>Adept at using basic (technical/medical/special) equipment and resources (e.g. wheelchairs, accessible cars, etc.); communicate appropriately to others (e.g. tour operators) how to use/handle equipment.</li> <li>Work with any type of disability (i.e. wide-scope), must know how to use the equipment related to specific disability.</li> <li>Using first aid kit is a</li> </ul>	<ul style="list-style-type: none"> <li>Emotionally intelligent/empathetic and social, assertive and well-organised.</li> <li>Good communication skills and tourism expertise.</li> <li>Optimistic and cheerful.</li> <li>ATF does not require special health certificates.</li> <li>If ATF does not complete job satisfactorily, retraining can be considered. Inspections of professional practice: at beginning of job (1<sup>st</sup> year), after that supervision is no longer needed.</li> </ul>

ATF gives guided tours, then tour guide knowledge is essential, otherwise it is desirable. Generally, ATF advises tourism providers how they should adjust their tourist infrastructures to PWD).

- Training in vocational schools for hospitality and tourism.
- Training should provide necessary skills to fulfil obligations towards client (also in view of providing an integrated tourist offer that recognises the potential of the travel destination).

sector/tourism industry is considered an asset.

must.

- IT skills (internet/social media/knowledge of new technologies & current trends i.e. how to bring closer cultural/tourist attractions to people with disabilities).
- Language skills (first language and language of client; knowledge of sign language not mandatory).
- Driver's license is advantage.

## 4. Summary comments regarding legal framework, interview samples and focus groups

### General remarks for interview samples

The FAST project foresaw for each partner to perform 20 interviews with tourism stakeholders and 10 with local/regional authority members (150 in total) and two focus groups comprising of at least five stakeholders and local/regional authorities. Due to COVID-19 restrictions, most interviews had to be conducted online and further, not all partners were able to conduct the full number of interviews because of these limitations. Nevertheless, 150 interviews were conducted altogether with tourism stakeholders and local/regional authorities/associations (the exact numbers and details can be inferred from the table below). Interviews were conducted between December 2020 to March 2021, focus groups were held in March 2021.

Generally, it can be said that all countries agree that the ATF educational qualification requires some sort of basic medical/technical training or health-related knowledge, knowledge about tourism/tourist sector is overall regarded as an advantage or important, however not always specified as mandatory. Further, the majority of partner reports suggest that relevant work experience with people with disabilities is not a must, however, it is considered highly desirable. In terms of duration and length of the ATF educational qualification the reports are suggesting differing views, albeit there is agreement that length of the ATF qualification is highly dependent on previous (work) experience/education. Further, there are differing views on whether ATFs should work with all types of disabilities, or focus on certain types of disabilities during the educational qualification. Regarding personality traits and characteristics, all partners agree that being emotionally intelligent/empathetic and socially competent are among the most important personality traits for the profession of ATF.

## 5. Annex: Summary of legal framework, interview samples and focus groups

Topic	Austria	Cyprus	Greece	Portugal	Slovenia
<b>Legal Framework of ATF</b>	<ul style="list-style-type: none"> <li>No specific legal framework in AT for ATF services and education. There is, however, a Federal Act on the Equality of Persons with Disabilities, preventing the discrimination of people with disabilities and ensuring equal participation in all areas of life. This Act could serve as basis for development of framework of ATF. However, the specific role (liability, insurance, etc.) and framework of ATF has to be clarified explicitly by policy makers.</li> </ul>	<ul style="list-style-type: none"> <li>No specific legal framework in CY, but ATF adhere to laws of country, obtaining a license from Deputy Ministry of Tourism; need for creating special framework, to define ATF's role (adapted to current legal framework).</li> <li>ATF suggested to work as freelancer → let market dynamics decide service and pricing.</li> <li>ATF shall not be supervised by local authorities, but</li> </ul>	<ul style="list-style-type: none"> <li>No specific legal framework for ATF as separate occupation/qualification. Legal framework for Personal Assistants of people with disabilities was established in 2020.</li> <li>ATF and tourism stakeholders/agencies should work together, but should also be able to work independently</li> <li>Disagreement whether specialised tours should be offered to people with disabilities or not; it is suggested to make all tours accessible, but</li> </ul>	<ul style="list-style-type: none"> <li>No specific legal framework in PT, volunteers do the job.</li> <li>Policy makers have to be actively involved in legislating and recognising this profession, so that mistrust on behalf of companies/agencies offering the ATF service is reduced.</li> </ul>	<ul style="list-style-type: none"> <li>No specific legal framework in SL, mostly done by NGO and specialised training agencies. But legal provisions for accessible tourism already exist.</li> <li>ATF and tourism stakeholders/agencies should work together.</li> <li>Reduction of bureaucracy in order to be able to develop professional and education profile.</li> <li>ATF costs partly to be covered by state; price also depends on travel destination.</li> </ul>



Topic	Austria	Cyprus	Greece	Portugal	Slovenia
Legal Framework of ATF		<p>under Deputy Ministry of Tourism.</p> <ul style="list-style-type: none"> <li>ATF must be legally covered (i.e. insurance).</li> <li>Specialised tours would be difficult to design, because every disability has its own needs. Usually, such tours are tailored around needs of a group of people with same disability.</li> <li>The countries offering ATF services will gain an additional competitive advantage as their</li> </ul>	<p>also to add a few specialised ones.</p> <ul style="list-style-type: none"> <li>People with disabilities should not have to pay extra costs.</li> <li>Tourism sector should make effort to make adjustments and be accessible to people with disabilities, including offering ATF services. ATF needs development as “tourist product”.</li> </ul> <p><b>Goals for next 5 years:</b></p> <ul style="list-style-type: none"> <li>To have more accessible tourist destinations, to better understand accessibility’s</li> </ul>		<p><b>Goals for next 5 years:</b></p> <ul style="list-style-type: none"> <li>Increased accessible tourism, also developed access to decentralised and rural areas, further developing already existing accessible offers.</li> <li>Orientation towards accessible tourism and awareness raising of need of accessible tourism.</li> <li>State and local communities/specialised tourist agencies to be responsible for (scope) work of ATF.</li> </ul>

Topic	Austria	Cyprus	Greece	Portugal	Slovenia
Legal Framework of ATF		<p>touristic product will be enriched. On European level, Europe will be able to claim a higher % of the international accessible tourism.</p>	<p>importance → new career opportunity.</p> <ul style="list-style-type: none"> <li>Advantages for all parties in further developing accessible tourism (i.e. municipalities, museums, tour operators, associations of people with disabilities, etc.).</li> <li>Ideally, local authorities as well as ATFs as freelancers shall be in charge of the ATF. Suggestion: one authority should be providing supervision and guidance regarding accessibility</li> </ul>		

Topic	Austria	Cyprus	Greece	Portugal	Slovenia
<b>Interview samples</b>	<b>Interview sample:</b> 30 interviews <ul style="list-style-type: none"> <li>15 representatives of tourism stakeholders</li> <li>9 representatives of local/regional authorities/association</li> <li>3 adult education trainers</li> <li>3 human resource experts</li> <li>Time: 04<sup>th</sup> January 2021 – 25<sup>th</sup> February 2021</li> <li>Interviews were conducted online, per telephone; only a few in face-to-face-settings.</li> </ul>	<b>Interview sample I:</b> 18 interviews <ul style="list-style-type: none"> <li>6 local/regional tourism authorities (e.g. tourism boards, local governments)</li> <li>4 tourism professional associations (tourist agencies, tourist guides, etc.)</li> <li>8 tourist agencies</li> <li>12 interviews were conducted in writing, 6 were conducted online.</li> <li>Time: 14<sup>th</sup> January 2021 – 22<sup>nd</sup> February 2021</li> </ul>	<b>Interview sample:</b> 24 interviews <ul style="list-style-type: none"> <li>12 representatives of tourism stakeholders</li> <li>12 representatives of local/regional authority were interviewed</li> <li>Some representatives were identified as answering with more than 1 respondent as they represent a twofold role, namely both as a tourism stakeholder and as local/regional authority (e.g. Chambers, Region of Central Macedonia).</li> <li>All interviews were conducted online (via Skype, Zoom, MS</li> </ul>	<b>Interview sample</b> 30 interviews <ul style="list-style-type: none"> <li>18 representatives of tourism stakeholders (e.g. tourism activities/animation, SMEs, hotels, etc.)</li> <li>12 representatives of local/regional authority (e.g. municipalities, etc.)</li> <li>All interviews and questionnaires (google form – participants could access through the link on the email invitation) were conducted online.</li> <li>Time: 4<sup>th</sup> January 2021 – 2<sup>nd</sup> March 2021</li> </ul>	<b>Interview sample I:</b> 24 interviews <ul style="list-style-type: none"> <li>17 representatives of tourism stakeholders</li> <li>7 representatives of local authorities</li> <li>Most interviews were conducted as written questionnaires.</li> <li>Time: 15<sup>th</sup> December 2020 – 28<sup>th</sup> February 2021</li> </ul>

Topic	Austria	Cyprus	Greece	Portugal	Slovenia
<b>Interview samples</b>		<b>Interview sample II:</b> 7 interviews <ul style="list-style-type: none"> <li>7 entities from public and private sector related to tourism, covering different roles/interests.</li> <li>5 interviews were conducted in writing, 2 were conducted online</li> <li>Time: December 2020 – March 2021</li> </ul>	Teams), some questionnaires were conducted via email, providing clarification to interviewees if needed. <ul style="list-style-type: none"> <li>Time: 11<sup>th</sup> January 2021– 5<sup>th</sup> March 2021</li> </ul>		<b>Interview sample II:</b> 17 interviews <ul style="list-style-type: none"> <li>13 representatives of tourism stakeholders</li> <li>4 representatives of local authorities</li> <li>8 interviews were conducted online via Zoom, 9 interviews in written form sent by email.</li> <li>Time: 25<sup>th</sup> January 2021 – 12<sup>th</sup> February 2021</li> </ul>

Topic	Austria	Cyprus	Greece	Portugal	Slovenia
<b>Focus Group</b>	<b>Focus Group I</b>	<b>Focus Group I</b>	<b>Focus Group I</b>	<b>Focus Groups</b>	<b>Focus Group I – INUK</b>
	<ul style="list-style-type: none"> <li>7 representatives (1 advisor on personnel and integration issues, 1 director of a Viennese city hotel, 1 tourism expert, 1 advisor for disability issues, 1 trainee in tourism, 2 experts from BEST)</li> <li>Time: 1<sup>st</sup> March 2021 – 3<sup>rd</sup> March 2021</li> </ul>	<ul style="list-style-type: none"> <li>7 representatives (3 travel operators, 2 tourism stakeholders, 1 local authority, 1 representative for accessible travelling)</li> <li>Time: 3<sup>rd</sup> March 2021</li> </ul>	<ul style="list-style-type: none"> <li>6 representatives of stakeholders and local/regional authority members</li> <li>Time: 16<sup>th</sup> of March 2021 (online via Zoom)</li> </ul>	<ul style="list-style-type: none"> <li>8 representatives (of 6 organisations of tourism sector, covering different roles/interests in the tourism sector, including: 1 regional authority, 1 national authority, 1 educational institution in the tourism sector, 1 agency promoting accessible tourism, 1 tourist entertainment company)</li> <li>Time: 29<sup>th</sup> March 2021 (online format)</li> </ul>	<ul style="list-style-type: none"> <li>8 representatives (4 of local/regional authorities, 2 PWD stakeholders who work in accessible tourism, 2 tour guides)</li> <li>Time: 17<sup>th</sup> March 2021 (online via Zoom)</li> </ul> <p><b>Focus Group I – SŠGT</b></p> <ul style="list-style-type: none"> <li>7 representatives (students of tourism)</li> <li>Time: 17<sup>th</sup> March 2021 (online via Zoom)</li> </ul>

Topic	Austria	Cyprus	Greece	Portugal	Slovenia
<b>Focus Group</b>	<b>Focus Group II</b>	<b>Focus Group II</b>	<b>Focus Group II</b>		<b>Focus Group II - INUK</b>
	<ul style="list-style-type: none"> <li>7 representatives (1 tour operator, 1 sales manager, 1 tourism patronage 1 advisor for disability issues in tourism 1 travel manager 1 travel assistant 1 travel expert</li> <li>Time: 8<sup>th</sup> March 2021 – 10<sup>th</sup> March 2021</li> </ul>	<ul style="list-style-type: none"> <li>4 representatives (including 3 representatives of tourism stakeholders, 1 organisation for persons with disability</li> <li>Time: 23<sup>rd</sup> March 2021</li> </ul>	<ul style="list-style-type: none"> <li>6 representatives of stakeholders and local/regional authority members</li> <li>Time: 19<sup>th</sup> March 2021 (online via Zoom)</li> </ul>		<ul style="list-style-type: none"> <li>7 representatives (4 of local/regional authorities, 2 representatives of a travel agency specialized in accessible tourism, 1 tour guide)</li> <li>Time: 18<sup>th</sup> March 2021 (online via Zoom)</li> </ul>
					<b>Focus Group II – SŠGT</b>
					<ul style="list-style-type: none"> <li>5 representatives (tourism stakeholders)</li> <li>Time: 18<sup>th</sup> March 2021 (online via Zoom)</li> </ul>

Topic	Austria	Cyprus	Greece	Portugal	Slovenia
<b>Additional findings (e.g. from other/desktop research)</b>	Depending on the stakeholder's scope of work, focus was laid on slightly different issues, however, except for legal framework and educational qualification to develop the job of an ATF, there was a broad consensus on requirements for future ATF.	Idea of new professional service was welcomed. Almost all acknowledged the market need for an ATF service to support the efforts to obtain a larger accessible tourism market share. Growing interest / need in profession of ATF, also in terms of elderly people, who are limited in terms of mobility, but would like to travel accessibly (e.g. senior tourism for elderly people → needs)	Different stakeholders tend to argue/make suggestions based on their needs (e.g. tourist stakeholders want everything to be under the tourist agencies "umbrella", social workers have as a most important priority for ATFs to have a basic medical background, while stakeholders from accessibility organisations prefer the ATF qualification to be open for all to enter, and specialised afterwards).  Some interviewees suggested that the term "people with special needs" is outdated, therefore using "people with disabilities" is	Growing interest / need in profession of ATF, also in terms of elderly people , who are limited in terms of mobility, but would like to travel accessibly (e.g. senior tourism for elderly people → needs).  It is important to define the threshold of intervention of the ATF, this is the only way to define the ATFs professional profile and understand the kind of competences needed.  Policy makers need to be actively involved in this process (to reduce mistrust on behalf of companies).	Different stakeholders have different interpretations of ATF job profile. People who already work in accessible tourism (some of them also have disabilities) and have experience working in this field understand the job of an Accessible Tourism Facilitator more as a profession which could be done also by PWDs. They think it is important to include them in the process as they have first-hand experience with the obstacles that a disabled person faces when for example a tourism infrastructure is not accessible with a wheelchair. ATF does not necessarily have to be a tour guide, but rather someone

Topic	Austria	Cyprus	Greece	Portugal	Slovenia
<b>Additional findings (e.g. from other/desktop research)</b>			recommended and seems to be most widely accepted.		who advises the tourism providers how they should adjust their tourist infrastructures and trails in order to make them more accessible for everyone.



