

FAST - Facilitating Accessibility in Support of Tourism Accessible Travel Facilitator (ATF)

Module Methodology

Modules and Unit Distribution

Distribution of Modules:

Module	Leading Partner	Units
Module 1 - First aids	OECON	
Module 2 – Dealing with persons with disabilities	SPI	
Module 3 – Communication	BEST	
Module 4 – Problem solving and organisational skills	DEKAPLUS	Unit 1: Problem-Solving Unit 2: Organisational skills
Module 5 – ICT - Accessibility of digital content for people with disabilities	INUK	
Module 6 – Cultural differences	SSGT	
Module 7 – Design an accessible travel itinerary	NTB	

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Module Outline

Provide a high-level content outline of the Module. Give brief and descriptive titles for each unit and sections within that.
(Please revise accordingly):

Module: Module 4 – Problem solving and organisational skills

Module Overview (Please edit accordingly):

- Please add a brief description of the Module in the box below (what will the Module cover overall).

Module Overview

Soft skills are equally desirable in the workplace as hard skills. Almost every industry requires individuals that possess not only knowledge and expertise in a certain field, but interpersonal attributes that would allow them to work well with others. Well-developed organisational and problem-solving skills are some of the most sought-after soft skills. This module will cover these two soft skills and equip future Accessibility Travel Facilitators (ATF) with relevant knowledge and experience.

Module Objectives:

The main learning objective of the module is to support ATFs in honing problem-solving and organisational skills, and improving their overall interaction with tourists with disabilities.

Upon completion of this Module you should be able to:

- Develop organisational skills

Units in the Module:

Please list the Units that your Module includes in the table below:

Module: Module 4 – Problem solving and organisational skills

Unit 1: Problem-Solving

Unit 2: Organisational Skills

Unit 2: Organisational Skills

Unit Overview (Please edit accordingly):

Unit 1 Overview

Organisational skills are one of the most essential tools when achieving business success. Great organisational skills ensure operational efficiency and continuous successful development.
ATFs with strong organisational skills are able to manage, prioritise and plan everything in order, achieving the desired results. Such ATFs/skills are always needed within any type of organisation as they are the backbone of success.
Compared to other clients, guests with mobility issues require greater preparation and organisation generally, especially prior to travelling. To equip the learners with the necessary knowledge and skills in this sense, this

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unit will cover the most important elements in organisational skills when it comes to people with mobility limitations, help them improve these skills, and present evidence to a range of audiences.

Upon completion of this Unit participants should be able to:

- Understand main organisational elements, their importance and how to apply them;
- Effectively express complex issues and present evidence in organisational skills with the specific ATF clients and customers along the value chain

Learning methodology – Please describe the way the content is presented

A. Introduction, development of the content:

At the beginning of this unit, the learners are introduced to the concept of organisational skills. After they familiarise themselves with the main components of organisational skills with the specific target audience of ATFs the learners move forward to hands-on sessions.



Source: <https://www.active-talents.com/en/organisational-skills-and-managing-priorities-23-june-2017/>

Adopting and developing organisational skills consist of a variety of other skills such as time management, scheduling and prioritizing. The learners get to learn the elements that explain their complexity and the strategies required to follow in more detail. A short intro as the course theory should provide a basis for further hands-on sessions. In this phase, the learners deal with techniques on how to implement and develop such skills particularly with the ATF clients/ customers who have different needs and challenges to consider compared to other audience groups.

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B. Learning activities and material required:

For the learning activities, it is recommended to first go through some in-depth theoretical material so as for learners to understand the general concept and purpose of organisational skills and their impact (see in section D). Learning and adapting organisational skills can be achieved mainly through practice and learning material. Once the theoretical part is covered and clearly understood, the next phase will be practising what has been learnt from the theoretical material. Organisational tools such as daily planners, colour code papers and others are essential for mastering organisational skills. Once the learning material is taught, learners should be able to continue the practice and further reading on their own.



Source: <https://www.istockphoto.com>

However, individual work should not be left out. The learning sessions should provide enough space for each learner to improve individual organisational skills.

The material required for further learning activities, learning sources are listed in section D – ‘References and material recommended for further study’.

As far as the equipment that would support the learning sessions, a PC/ laptop, planners/calendars, (colour code) papers and stationery should suffice.

C. Reflection and setting phase – closing of unit, assignment (optional):

Tbd

D. References and material recommended for further study:

- Problem-Solving skills and their importance: <https://kepner-tregoe.com/blogs/what-is-problem-solving-and-why-is-it-important/>
- Problem-Solving Games for practice and theory implementation: <https://www.ntaskmanager.com/blog/top-problem-solving-activities-for-your-team-to-master/>
- Problem-Solving Games for practice and theory implementation: <https://unremot.com/blog/problem-solving-activities/>
- Problem-Solving Strategies: <https://asq.org/quality-resources/problem-solving>
- Further reading: <https://www.westgatech.edu/WorkEthics/Organization.pdf>