

Module Content Outline

Modules and Unit Distribution

Distribution of Modules:

Module	Leading Partner	Units
Module 1 - First aids	OECON	
Module 2 Dealing WDP	SPI	
Module 3 – Communication	BEST	
Module 4– Problem Solving	DEKAPLUS	
Module 5 - ICT	INUK	
Module 6 – Cultural differences	SSGT	
Module 7 – Design an accessible travel itinerary	NTB	Unit 1: Designing an accessible travel itinerary

Module Outline

Module: Module 7 - Design an accessible travel itinerary

Module Overview

Travellers with disabilities come across with a lot of challenges, among which are the lack of accessible travel itineraries. That is why the ATFs should have the know-how to prepare appropriate and customized travel itineraries, based on the needs of the customer. This Module will give the knowledge to the ATFs to provide these services to the travellers with disabilities, so to enhance their travelling experience.

Module Objectives:

- To design accessible travel itineraries

Upon completion of this Module you should be able to:

- Design accessible travel itineraries based on the diverse disabilities of an individual or a group

Units in the Module:



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Module: First aids

Unit 1: Designing an accessible travel itinerary

Unit 1: Designing an accessible travel itinerary

Unit 1 Overview

In this Unit the students will learn about how to design an accessible travel itinerary so that it fits the needs of the traveller with disability, ranging from transportation services, accommodation restaurants and other leisure activities.

Upon completion of this Unit participants should be able to:

- Address the customer's needs
- Learn about the basic components of accessible travel itineraries
- Suggest transportation with accessible vehicles
- Suggest accommodation and other leisure activities

Learning methodology

A. Introduction, development of the content:

At first the students will the importance in identifying the customer's need and be able to adjust the accessible travel itineraries accordingly. They will also about learn the basic components of an accessible travel itinerary. Then each component will be presented individually. First, the students will learn about the transportation services with accessible vehicles. Then, they will learn on how to choose the appropriate accommodation with accessible rooms and areas. Lastly, they will get to know which activities and excursions could be suggested to the travellers with disabilities.

B. Learning activities and material required:

How to address the customer's needs: Before designing an itinerary, it is important to understand the customer's need. That is not limited to the type of disability, but it expands to the duration of stay, the budget, and interests. After collecting these information, you can create a custom-made travel itinerary. After the trip, it is important to ask for feedback, so to improve the level of services provided. The students will then learn about the basic component of the accessible travel itineraries such as transportation, accommodation, and other leisure activities.

For the assignment, students will have to design their own accessible tourism itinerary, based on the knowledge they acquired from the module.



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HOW TO MEET CUSTOMER NEEDS 2. DISTRIBUTE 1. IDENTIFY Distribute the information Identify what your to relevant stakeholders in customers need from you your organization. through keyword research, focus groups, or social listening. 4. COLLECT 3. CREATE Collect customer feedback Craft product features or on how your efforts meet create content that speaks their expectations. to your customer's needs.



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The check-out Before the customers' Customers' stay at Arrival & check-in visit to the hotel the hotel process Supplier processes Keep abreast of trends Familiar with the Facilities in terms of Services based on protocols for proper access clients suggestions evacuation Accessible rooms on Adjustments for Collect information the 1st floor near Hoteliers respond to physical disabilities and assist customers emergency exits any complaints Integration is possible Design following Staff courteous, helpful accessibility criteria Investments in Not hotels only for Websites with accessibility as an disabled customer information innovation Encounters Customer processes Hotels not built with Location and facilities PwD in mind Facilities not always No problems with Do not trust SIA Technical aids for adapted to their needs locating the hotel Arrange with time proper evacuation Appreciate accessible Staff without proper Use internet Want to be free to tourism information training choose the hotel Make inquires to the They want hotel to Expect access to the Believe in integration family and associations take note of their rest of facilities Contact with hotel Accessibility is not an, suggestions innovative concept



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C. Reflection and setting phase:

Students will examine several case studies for different types of disabilities.

The module will include group work, in-class discussions, and a final assignment.



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D. References and material recommended for further study:

- https://arival.travel/how-to-create-a-wheelchair-accessible-tour/
- https://www.disabilityrightsuk.org/how-we-can-help/special-projects/get-out-get-active/making-activities-more-appealing-and-accessible
- https://www.accessibletourism.org/?i=enat.en.enat-projects-and-good-practices.1687
- https://policycommons.net/artifacts/190487/making-europe-accessible-for-tourists-with-disabilities/588555/
- https://www.beautifullytravelled.com/plan-travel-itinerary-guide/