



FAST

Facilitating Accessibility
in Support of Tourism

C1. Short-term joint staff training activity agenda



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1. Short-term joint staff training activity

1.1 Agenda

Day 1 21 June 2022		Day 2 22 June 2022		Day 3 23 June 2022	
9:30	Welcome to participants				
9:40	Presentation of the agenda				
9:50	Round table				
10:00	Module 1: Dealing with people with physical, sensory and cognitive impairments & First aids basic concepts	10:00	Module 3: Tourism	10:00	Module 5: Soft Skills: Communication, Problem solving and organisational skills
	Overview: learning objectives and contents		Overview: learning objectives and contents		Overview: learning objectives and contents
10:15	Learning activities	10:15	Learning activities	10:15	Learning activities
11:30	Coffee break	11:30	Coffee break	11:30	Coffee break
11:45	Learning activities	11:45	Learning activities	11:45	Learning activities
12:45	Module evaluation	12:45	Module evaluation	12:45	Module evaluation
13:00	Lunch break	13:00	Lunch break	13:00	Lunch break
14:30	Module 2: Cultural differences	14:30	Module 4: ICT	14:30	Feedback from participants
	Overview: learning objectives and contents		Overview: learning objectives and contents	14:45	Conclusion
14:45	Learning activities	14:45	Learning activities	15:30	Closing of day 3
16:00	Coffee Break	16:00	Coffee Break		
16:15	Learning activities	16:15	Learning activities		
17:15	Module evaluation	17:15	Module evaluation		
17:30	Conclusions & wrap up	17:30	Conclusions & wrap up		
17:40	Closing of day 1	17:40	Closing of day 2		

Day 1 | 21 June 2022

From 10h00 to 13h00

Module	1. Dealing with people with physical, sensory and cognitive impairments & First aids basic concepts
Objectives	<p>The aim of this module is to skill future ATF with specific competences to enable the ATF to deal with people with physical, sensory and/or cognitive impairments, and assist them during their stay at a particular tourist destination and/or during the trip itself.</p> <p>This module also aims to provide basic concepts of first aids.</p> <ul style="list-style-type: none"> • Upon completion of this Module, you should be able to: • Understand what are the needs, limitations and difficulties of people with physical, sensory and cognitive impairments • Know how to locate/identify health care services in the region (e.g., doctors, pharmacies, etc.) • Know how to apply creative solutions to unforeseen accessibility issues or other obstacles • Know how to apply basic first aid as an initial rapid response to a medical emergency, through the application of simple and effective techniques to reduce the severity of the situation, improving a victim's chances of survival
Units	<p>Unit 1: Sensory, physical and cognitive impairments</p> <p>Unit 2: Identifying relevant health care services and entities in the region.</p> <p>Unit 3: how to apply creative solutions to unforeseen accessibility issues or other obstacles</p> <p>Unit 4: How to perform first aids</p> <p>Unit 5: How to apply health and safety measures while escorting persons with disabilities</p> <p>Unit 6: How to operate different basic devices of persons with disabilities (e.g., mobility and hearing aids)</p>

From 14h30 to 17h30

Module	2. Cultural differences
Objectives	<p>The objective of the module is to gain a basic knowledge about cultural differences relevant for working with tourists from other countries. Communication and understanding of different cultures is important also for the work of Accessible Tourism Facilitator (ATF).</p> <p>After studying this module the student should:</p> <ul style="list-style-type: none"> • Think on any prejudices he/she may have about other peoples or cultures. • Be convinced about the importance of the culture in today's global world. • Understand the importance of learning a national character while guiding tourists. • Be aware of some of his/her global skills • Begin to see events from their own and from the perspective of another.

	<p>Upon completion of this Module you should be able to:</p> <ul style="list-style-type: none">Effectively work with tourists from all over the world and implement the knowledge while working with the clients with disabilities.
Units	<p>Unit 1: Recognize the most common cultural differences Unit 2: Know the regional and/or national history, geography and culture Unit 3: Adapt accessible travel itineraries to comply with cultural, religious and ethnic restrictions</p>

Day 2 | 22 June 2022

From 10h00 to 13h00

Module	3. Tourism
Objectives	To design accessible travel itineraries Upon completion of this Module you should be able to: <ul style="list-style-type: none"> • Design accessible travel itineraries based on the diverse disabilities of an individual or a group
Units	Unit 1: Transportation assistance Unit 2: Accommodation Unit 3: Medical and other support Unit 4: Entertainment and leisure activities Unit 5: Ex ante evaluation of activities/feedback from visitors

From 14h30 to 17h30

Module	4. ICT
Objectives	In this module, the ATF will learn about different types of disabilities and their related needs as well as how to prepare accessible digital content (e.g. accessible documents, web content, multimedia, and social media) so that they can ensure the travelers with disabilities can have an equally pleasant travel experience as other people.
Units	Unit 1: Diversity of disabilities and their ICT needs/barriers Unit 2: Introduction to Digital Accessibility Unit 3: Preparing accessible digital content (texts, multimedia, social media posts) Unit 4: Preparing accessible digital documents (Word, PDF) Unit 5: Finding accessible travel information online

Day 3 | 23 June 2022

From 10h00 to 13h00

Module	5. Soft Skills: Communication, Problem solving and organisational skills
Objectives	<p>The main learning objective of the module is to support ATFs in honing their communication, problem-solving, and organisational skills, and improving their overall interaction with tourists with disabilities.</p> <p>Upon completion of this Module you should be able to: Effectively communicate with clients and colleagues</p>
Units	Unit 1: Effective communication



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