

In September 2020, the launch of the European project **FAST (Facilitating Accessibility in Support of Tourism)**



## ABOUT THE PROJECT

In September 2020, the launch of the European project **FAST (Facilitating Accessibility in Support of Tourism)** was announced with the participation of partners from Slovenia, Greece, Austria, Portugal, and Cyprus. Accessibility problems create difficulties for people with disabilities when traveling as tourists to different places. The FAST project aims to facilitate accessibility in tourism, through the introduction of the "Accessible Travel Facilitator" (ATF), which aims to improve the quality of services provided to tourists with disabilities.

In particular, the "Accessible Travel Facilitator" will serve the needs of tourists with disabilities at a low cost, so they can enjoy their vacation safely. At the same time, the program aims to highlight the importance of vocational education and training centres, through which the "Accessible Travel Facilitator" candidates will have the opportunity to develop their skills and abilities. Since the project kicked off during the COVID-19 pandemic, all the activities related to the project (interviews, coordination meetings) were performed online.

**The program is funded by Erasmus + (KA2) and will be completed by September 2022.**

## AIMS AND OBJECTIVES

1. Define ATF as an occupation in accordance with EQF, thus establishing the basis for all European national qualification systems to licence it as a qualified job.
2. Achieve ECVET/EQF/NQF conformity for the description of this position to allow mobility of learners, facilitate lifelong learning and qualifications recognition.
3. Encourage the local authorities to take control of this service, thus benefiting their local economies.
4. Motivate disabled travellers to have more travel experiences without significant cost.
5. Eliminate significant cost barriers associated with escorting for the disabled traveller.
6. Foster transnational cooperation among the widest possible number of actors along the tourism value chain to better service accessible tourists.

## TARGET GROUPS

FAST projects aim to reach out to:

- |   |                                     |
|---|-------------------------------------|
| <b>1</b> VET TRAINERS   | <b>5</b> TOURISM STAKEHOLDERS       |
| <b>2</b> LEARNERS<br>(FUTURE ACCESSIBILITY TRAVEL FACILITATORS) | <b>6</b> TOURISM SMES               |
| <b>3</b> LOCAL/REGIONAL AUTHORITIES                             | <b>7</b> TOURISTS WITH DISABILITIES |
| <b>4</b> VET CENTRES & STAKEHOLDERS                             |                                     |

## PARTNERS



**Srednja sola za gostinstvo in turizem Maribor**  
Slovenia (Leader)



**INUK Institut za napredno upravljanje komunikacij**  
Maribor – Slovenia



**Dekaplus Business Services Ltd**  
Cyprus



**Nicosia Tourism Board**  
Cyprus



**BEST Institut für berufsbezogene Weiterbildung und Personaltraining GmbH**  
Austria



**Sociedade Portuguesa de Inovacao / Consultadoria Empresarial e Fomento da Inovacao SA**  
Portugal



**OECON Group**  
Greece

## STRUCTURED INTERVIEWS WITH TOURISM STAKEHOLDERS

To define the role of "Accessible Travel Facilitator" (ATF), there was a need to get feedback from tourism stakeholders. To do so, BEST has prepared a questionnaire (structured interviews) so to collect information regarding the ATF's role. The questionnaire included questions regarding the legal framework of the partner countries, the educational qualification, experience, skills and knowledge and the personality traits and characteristics. Then, each partner had to interview the tourism stakeholders, so to collect information and make a map on the situation in each country. The outcome of the interviews will be later discussed in focus groups, so to have a better understanding on how the ATF job should be defined.

## Want to know more about the project?

The project website will be incorporated into the **project coordinator's main website: [www.ssgt-mb.si](http://www.ssgt-mb.si)** and it will be available in 5 languages (English, Slovenian, German, Portuguese and Greek).

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