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The TEF project aims to innovate tourism VET provision in the participating organizations thanks to the development of upskilling activities for teachers and trainers and innovative learning activities for students. Moreover, the project aims to equip schools, teachers, trainers and students with the knowledge, skills and competences to provide training aligned to labor market needs and EDU-VET policies.

The specific objective of the project is to reduce skills gap between schools and tourism industry through three results:

- Improved digital competences of teachers and students
- Improved soft skills of students
- Improved professional competences of students and professionals

The project will lead to a better quality of VET provision, to an increased employability of students and professionals, and to an improved quality of the tourism offer in the partners' tourism ecosystems.

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TEF workshop in Fatima

The First workshop of the Tourism Education of the Future project, supported by the Erasmus+ program, met in Fátima on the 29th and 30th of April.

So, after the opening session, attended by Isabel Costa, Vice-President of Ourém City Council; the President of ACISO - Ourém-Fátima Business Association, Purificação Reis; and Elisabete Marques, EHF's Technical and Pedagogical Director, the first speaker was Stefano Tirati, Managing Director of Learning Digital, an Italian company specialized in the use of Artificial Intelligence in VET. Besides showing its potential in practice, he showed how to issue Microcredentials, the new form of skills certification advocated by the European Commission.



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Virginia Lacarra, from the Spanish VET and Polytechnic HEI CDEA, reported on the digital skills accreditation project for teachers in the Basque Country, promoted by that region of Spain, and also demonstrated various digital applications that teachers can use in their daily teaching.



The use of Augmented Reality / Virtual Reality tools in the classroom was developed by Gonçalo Freitas and Jorge Alexandre Pereira, two teachers from Rumos Educação, a VET schools' group. The inclusion of young migrants and refugees in the community and in education was addressed by António Castanheira, from Social Services of Ourém City Council.

Burnout and well-being in VET students and teachers was the subject of a lively interaction between José Carlos Gomes, from the School of Health Sciences of the Polytechnic Institute of Leiria, and the participants, focusing on prevention, diagnosis and intervention. The day ended with a guided tour of the medieval town and castle of Ourém, followed by a much-appreciated tasting of wine and local products at Ucharia do Conde, the former prison of the Castle, organised by CMO.

April 30th began with a detailed presentation, followed by dynamic group work among the participants, on project design, management and impact assessment, organised by Isabel Joaquim and Ana Cunha, from Portugal's Erasmus+ National Agency. Bringing young people from VET closer to the labour market and integrating companies into this process was the interactive talk that followed, where participants gave their views on these dimensions, led by Mónica Vieira, from the Teresa and Alexandre Soares dos Santos Foundation's Education Initiative programme.

Prizes in hospitality education: a tool for developing competition between classes and schools, was what Tiago Braz, from Fórum Turismo, worked on with the participants, in an approach focusing on each of the countries that were present. The work ended with the presentation of the guide "How to organise and implement hybrid – physical and online - skills competitions", by Mariëlle Derksen-Steen and Hayo van der Kamp, from the Dutch VET school Stichting Landsted, a product developed by the "TEF - Tourism Education of the Future" partnership, supported by the Erasmus+ programme, under which this workshop was organised.

A guided tour of the Museum of the Shrine of Fatima and the Shrine itself was the social activity organised in the afternoon. Fátima Hospitality School would like to thank the participants and the speakers for an excellent time of learning and networking.



What is the Pact for Skills?

Pact for Skills commitments define how organisations plan to take action for the upskilling and reskilling of people of working age. Tourism generates more than 10% of European economy and jobs. New trends and markets need urgent attention to maintain this position: digitalization, climate change, or sustainability just being some of them. Tasks and related skills are changing rapidly, with many jobs in 2030 not even known today. Lack of qualified staff after COVID-19 puts additional short-term stress on the sector. The Pact for Skills in Tourism is the tool to address these current and future challenges through a close cooperation between social partners, training and education system, and public authorities.

National, regional and local authorities; companies; social partners; cross-industry and sectoral organisations; chambers of commerce; education and training providers; employment services – they can all become members of the Pact for Skills.

The Pact for Skills in Tourism sets the vision of 12 objectives and indicators, to be achieved until 2030 across Europe. They include amongst others:

- Improving and extending the skills of the full tourism workforce
- Awareness of and access to opportunities for training for all tourism services
- More hands-on learning and training through blended concepts
- Increase training activities and participation by 40-80% over current values
- Detect new and emerging skills at an early stage and provide quick training opportunities to avoid gaps
- Retain current workers and attract new employees to work in tourism
- Better quality of jobs – more stable and better paid contracts due to higher qualification



A regional partnership for Pact for Skills in Tourism

On Tuesday 7 November 2023, the event “Pact for Skills in Tourism (PfST). New European guidelines on tourism training” in order to promote the PfST network and implement a participatory strategy to train workers in the tourism sector at regional level. The event was organised by Apro Formazione within the Tourism Education of the Future project.

The day was divided into two distinct moments: in the morning, a restricted working session to finalise the needs and the participatory strategy; in the afternoon, a conference to return the morning's work, open to all. Speakers include Federico Tubiello (Apro Formazione); Fabio Pizzino (Unioncamere) and Antonella Bertarello (Regione Piemonte).



After the keynote speakers' participants divided into two working groups. In each group, with the support of a facilitator, training needs for tourism professionals and workers were identified; common objectives were set and, finally, useful activities were identified to achieve the set objectives. In the afternoon session, the results of the morning workshops were presented and are summarised in this document.

Skills gap identified:

- **Digital transition:** widespread lack of technological innovation, underlying the more specific problem of reduced integration of digital processes into ordinary work processes. More training is needed on artificial intelligence.
- **Foreign languages:** low adequate knowledge of foreign languages, with particular reference to technical and professional languages. This lack of knowledge was particularly noted in the food and wine sector.
- **Sustainability:** a low promotion and valorisation of sustainability as an added value of the tourism offer, a low awareness of the importance of biodiversity and its protection, and a low diffusion of green tourism are recognised.
- **Better widespread and effective communication**
- **More training on knowledge of supply chains,** management skills for digital and green transformations, knowledge of the territory, its history and products. But also improve training on entrepreneurship and marketing, and improve the ability to relate to tourists by all those involved.
- **General need to network,** aiming at enhancing the collaboration and mutual understanding of the various entities. In particular, to increase opportunities for exchange and knowledge between members, to promote better interaction between professionals from different sectors and facilitate meetings between local producers, processors and restaurateurs.

Peer-to-peer training and workshops for professionals held by experts. But also integration of the themes and needs identified in existing training and the organisation of foreign language training courses focusing on the technical and professional language of tourism. Finally, training that raises awareness on the issue of sustainability, building on what is already available in the region.

Creating an active network - the regional partnership of the Pact for Skills in Tourism. A series of meetings on common focal points, the organisation of physical meetings at local level (once every two months) and virtual meetings spread throughout the region. But also, the construction of a B2B skills exchange network, the establishment of a Community of Practice and/or a platform for the permanent exchange of good practices following a bottom-up approach.

The event laid the **foundations for the creation of a partnership at regional level** that can implement the priorities of the Pact for Skills in Tourism and that is able to update tourism professionals in Piedmont in a way that is adequate to meet the challenges of the future, which see local dynamics closely linked to international ones. The aim is now to share, **through the networks of the various participants in the event, the results of the day to gather adhesions and strengthen the regional proto-network** in view of the next event. Extending today's sharing to counterpart organisations at regional level could lead to the organisation of a new regional **Pact for Skills in Tourism event in the year 2024.**



A Hospitality Pacts in Netherlands

National:

A National Hospitality Pact has been agreed upon between several branch-organisations and the National VET Board (MBO-raad) in June 2023.

The Hospitality Pact is the compass for and by the hospitality sector about the labour market. It is a 'course document' with starting points for national cooperation between business, education, knowledge institutions and government with ambitions, goals and an action agenda. To be and remain up to date, the sector annually evaluates and adjusts the action agenda.

Ambition for 2030:

- 1) As a sector, we make visible the multiple value of hospitality: we contribute to economic growth, broad prosperity, well-being, employment, sustainability and social cohesion.
- 2) We show that hospitality is a multifaceted profession at multiple levels with corresponding career paths, opportunities and perspectives.
- 3) Together, we ensure a sufficient influx of qualified and yet-to-be-qualified talent onto the labour market and into hospitality courses.

Regional:

Before that, at 14 April 2023 a regional: 'Hospitality Pact Zwolle Region' was signed by representatives of the government, vocational education schools and entrepreneurial organisations active in the leisure sector. This put Zwolle Region ahead of the national pact.

The pact should help strengthen mutual cooperation. The affiliated parties are committed to reducing the outflow from the sector and increasing the influx. In short: with the Zwolle Region Hospitality Pact, the leisure sector presents itself as an attractive employer!

Landstede:

Within the Tourism and Recreation programmes at Landstede, we work with advisory boards. These advisory board groups meet three times a year for each course and discuss the latest trends and developments relevant to the sector and to the courses.

Which hard- and soft-skills are required for future employees in the sector? Besides trends and developments, the connection between education and professional practice and vice versa is discussed. Jointly, the topic of labour market branding and the role in this for each stakeholder is examined. Other discussion points are examinations in practice and the professional attitude of the current population of students. Another important topic is the duration, programming and content of internship periods for students.

Participants of these advisory boards are regional directors and managers of companies in the sector. Policy advisors from accreditation institute S-BB also join in, as well as teachers with a specific task area and alumni of the programmes.

These meetings take place in an informal atmosphere and are combined with a dinner, either at school or at one of the participating companies.



The Day of the Entrepreneurship

On Tuesday 13th February, as in the recent years The Day of the Entrepreneurship, one of the most important events of the year, was held in Cebanc.

It is an event in which companies and public institutions linked to different industries participate in the jury in the evaluation of projects developed by the students of the centre.

The main objective of this event is to create synergies between the entities of the sector and the educational centre, as well as the promotion of the entrepreneurial spirit among the students.

This year the event was linked to the hospitality and tourism sector due to participation of Cebanc/Cdea in tourism related projects and especially because it was an excellent opportunity to invite important institutions of Gipuzcoa related to Tourism and Hospitality sector to present them the outputs of TEF projects and also find ways of further collaborations among us.

The Tourism Education of the Future Project was presented and all the invitees/jury, shared their experiences and perspectives on the challenges and opportunities of the hospitality and tourism sector of the city. TEF topics such as Qualifications and training standards in the sector, lack of staff, future strategies and regional planning in accordance with the future trends occupied most of the discussions of the day. Also, special emphasis was given to sustainable tourism and the reduction of food waste as Cebanc is collaborating in two innovative projects that requires a close collaboration of food related SMEs. The projects of the students were varied and innovative, addressing various areas of hospitality and tourism, from the digitisation of the sector to creativity in the location of the business to service innovation and cybersecurity.



Tourism Education of the Future: “Successful Showcase of Educational Initiatives at IUS Life

On Thursday, January 18, 2024, IUS Life – Lifelong Learning Center organized a remarkable event at Hotel Europe, one of the oldest hotel in Sarajevo. On this occasion, the spotlight was on our innovative project TEF (Tourism Education Future).

The event was skillfully led by key representatives from the International University of Sarajevo (IUS) and IUS Life, namely Mirsada Mehremic, Sibela Beširevic, and Irma Kustura. The stage also featured dynamic presentations by students who actively participated in the TEF project: Elma Hodzic and Kenan Velic with their mentor prof. Haris Bidzevic as well as IUS students and VET school students Kenan Junuzovic, Nikola Cvjetinovic, Nedzada Hodzic, Hamza Kurtović, Hanah Spiljak

The attendees were addressed by Mirsad Jasarspahic, President of the Chamber of Economy of the Federation of Bosnia and Herzegovina, Farida Cikotić Deputy Minister of the Federal Ministry of Environment and Tourism Lejla Kapidzic from the National Erasmus Office, Samir Avdic, Deputy Mayor of the City of Sarajevo, Anja Margetic-Stakic, Deputy Mayor of the City of Sarajevo, Riccardo Rigelli, Haris Bidzevic, a teacher from the Secondary School for Tourism and Hospitality, Bahra Pasic, Principal of the Secondary School for Tourism and Hospitality, and Azra Atagić-Ćatović, CEO of Akta.ba business portal.



We are very grateful for the presence and support of Riccardo Righelli, First Secretary of Italian Embassy in B&H and in charge for Cultural and Trade Affairs Development Cooperation. The occasion was graced by the presence of distinguished guests from various institutions, including the Chamber of Economy of the Federation of Bosnia and Herzegovina, the Federal Ministry of Environment and Tourism, National Erasmus Office, the Embassy of Italy in B&H, representatives of the administration of the City of Sarajevo, directors and representatives of various educational institutions, hotels, travel agencies, associations and companies.

During the presentation of what has been done so far and what are the next activities of the TEF project, the audience warmly greeted the student moderators and participants of the Blended skills competition who shared their experiences from Fatima, Portugal as well as our Masterclass lecturers. This event was a great opportunity to present the Pact for Skills initiative and have already sent information and links for registration to the participants of this event.

The event was held in an interactive atmosphere and talks about general topics such as the importance of Erasmus + projects, the internationalization of VET education, the of innovations in the teaching process emphasizing the project-based learning approach, the use of digital technologies, etc. Attendees had the unique opportunity to gain valuable insights into the importance of the showcased projects for the education of future generations. The event provided a platform for dialogue and collaboration, fostering a strong network between educational institutions, government bodies, and private entities that will undoubtedly contribute to the advancement of education and the empowerment of aspiring professionals

The gathering is finished with refreshing catering and coffee and good opportunities for business networking.