



Intellectual Output 2

Design and development of the FlexiTour Course – Train the Trainers.

Project number: 2019-1-SK01-KA204-060777

Co-funded by the
Erasmus+ Programme
of the European Union



This project has been funded with support from the European Commission. This publication reflects the views only of the author, and the Commission cannot be held responsible for any use which may be made of the information contained therein.

FLEXI-TOUR

Flexible up-skilling pathways for professionals in the field of tourism

Project number: 2019-1-SK01-KA204-060777

Intellectual Output O2

Course pilot testing - Train the Trainers

Summary Report

October, 2021



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INTRODUCTION

The compilation process of the information gathered for this document happened in times of the worldwide outbreak of Covid-19 pandemics, which started early March 2020 and has not finished yet. The pandemic has brought the world to a standstill and tourism has been worst affected of all major economic sectors. Three of the four partners in this project come from countries, where tourism is a driving force of their economies and are especially affected by this crisis. Our project deals with flexible up-skilling opportunities in the field of tourism and this, unforeseeable event has made our partnership adapt to the current needs of our main project targets: professionals in the field of tourism.

The present report gathers the outcomes of several activities that have been undertaken in the framework of the European project "Flexible Up-skilling pathways for professionals in the field of tourism" (2019-1-SK01-KA204-060777). The project is a Key Action 2 in the field of adult education, co-funded by the Erasmus+ programme and led by the Slovak organisation Klaster Regionálneho rozvoja (Cluster of Regional Development) and four partner organisations: Centro Superior de Formación Europa Sur (Spain), Institute of Entrepreneurship Education (Greece), Città Metropolitana di Catania (Italy) and parkPark (Slovakia).

The project has a double aim: on the one hand, to identify the skills and competences gaps in the tourist sector and on the other, to promote flexible up-skilling pathways for professionals in the tourism sector and provide them with an appealing and interactive programme that will combine the use of technology with flexible learning environments.

The activities that were necessary to collect all the information in this report took place from the beginning of March to end of June 2020 and were developed under the guidance of Cluster of Regional Development (KRR) in four EU countries: Greece, Spain, Italy and Slovakia.

The main aim of this report is to:

- **Identify opportunities and challenges in local tourism development** and identify the existing competence profiles of professionals working in the Tourist industry,
- Identify the **gaps and learning needs** with the support of design and collection of interviews and surveys,
- **Set the basis** for the design of a tailored training on tourism promotion that will be developed in the next project phase.

To collect the information available in this document, partners were requested to draft desk research in each participating country, responding to the following aspects:

- A brief overview of tourism in the participating country: challenges & opportunities,



- Profile of the professionals working in the field of tourism,
- Existence of an official competence profile in each participating country.

This research was a starting point for a better understanding of each partner country's context as well as to determine the most interesting areas for the survey collection activity. Initially, we were aiming at organising focus groups rather than sending surveys but given the COVID-19 pandemics and the social distancing in all participating countries, we finally chose the online survey option.

Course Description

IO2 aims to design and develop a training course addressed to the target group of the project engaging and empowering them through an appealing & interactive training programme that will combine the use of technology with flexible learning environments.

At the end of this course adult educators, trainers and providers (participating organizations) will be able to transfer skills and appropriate techniques to manage innovative, creative and dynamic trainings and adult learners (project targets) will be acquire new knowledge and up-skilling pathways to be more updated and competitive.

The contents of this course will be digitalized so that the content will be open and available for a wide audience interested in acquiring knowledge and practical skills for tourism promotion.

In the "Train of trainers sessions" each partner will involve two trainers who will be trained in order to organize and implement the following activity (A5) training with adults. These trainers can be both inside and outside of partner's organizations.



1. PILOT IMPLEMENTATION

- **Organizers:** Institute of Entrepreneurship Development, Città Metropolitana di Catania, CESUR, Klaster Regionálneho rozvoja, parkPARK
- **Participating countries:** Greece, Italy, Spain, Slovakia.
- **Place:** Online (Microsoft Teams)
- **Date:** 30.06.2021
- **Number of participants:** 10
- **Profile of participants:** Trainers/ Adult educators

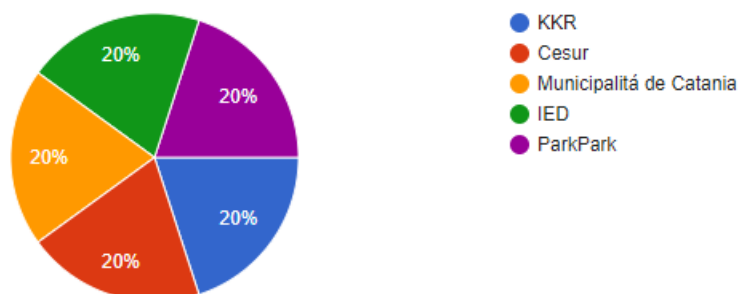


1.1 Participants' Profile

A total of 10 participants responded to the survey in all participating countries (2 trainers for each country): 20% were from Italy, 20% from Spain, 20% from Slovakia and 20% from Greece.

Organization (there must be two answers per partner organization)

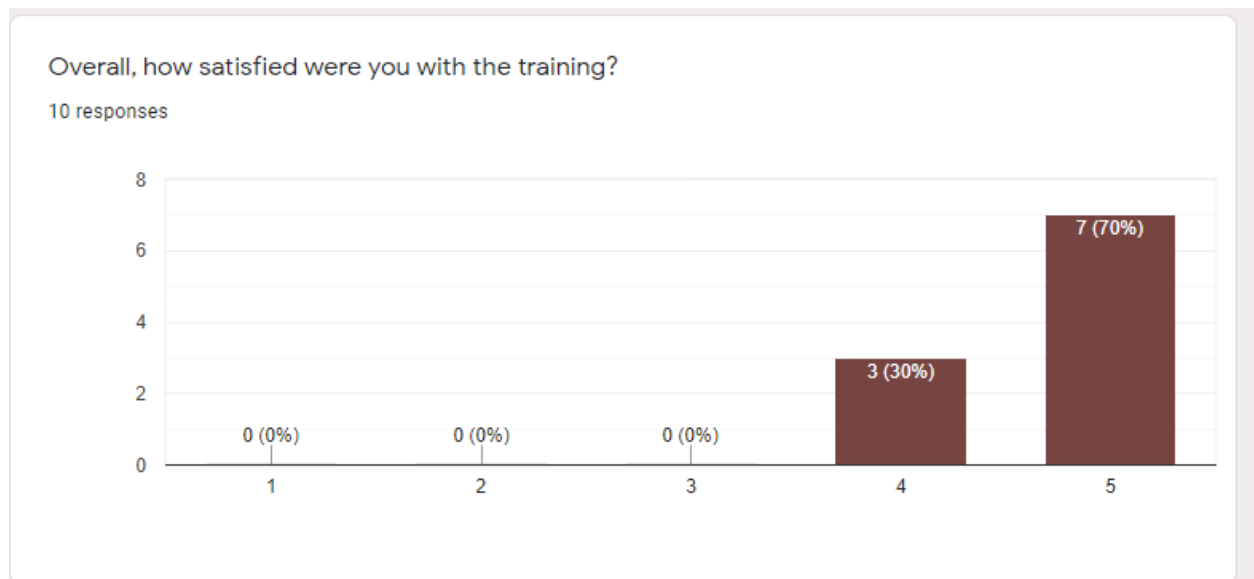
10 responses



1.2 Results

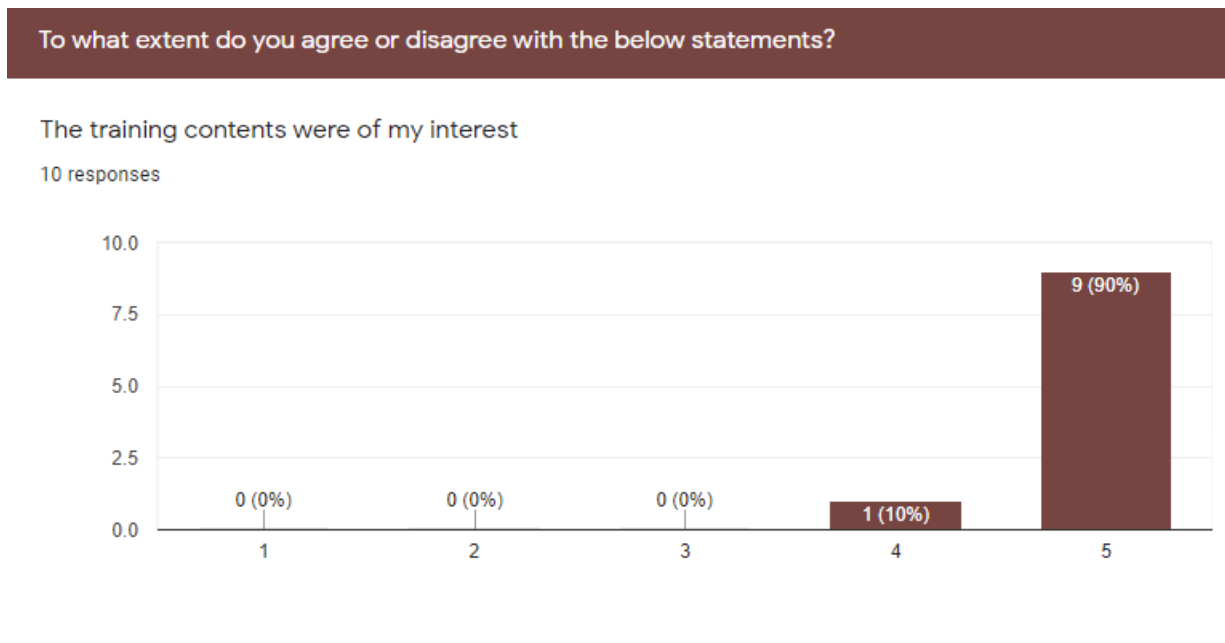
Satisfaction

Overall, the gathered feedback was very positive. 70% of the participants answered that they were very satisfied with the training while the remaining 30% were just satisfied.



Interest

Regarding the interest towards the contents, we received very positive feedback. The majority of the participants (90%) strongly agreed with the statement “*The training contents were of my interest*”.

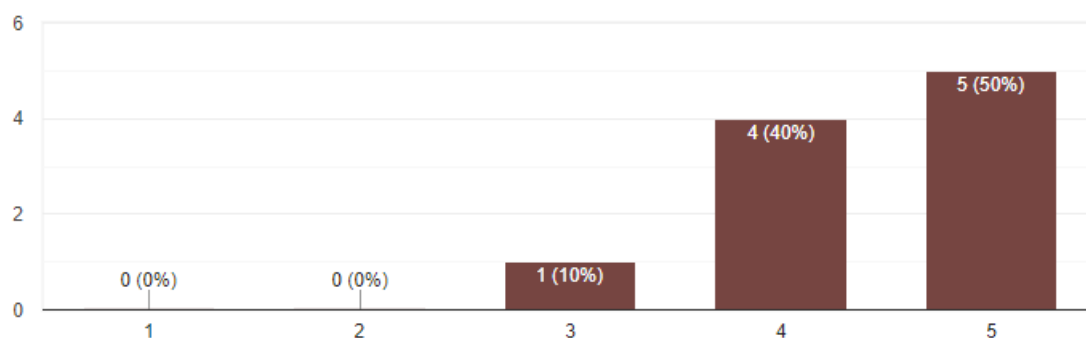


Effectiveness

The quality of the materials and the usefulness of the presented information were also significantly tested, in order to ensure the actual effectiveness of the course. In the statement “*I feel now better informed on the various aspects related to tourism*”, the responses were positive with half of the participants (50%) choosing “strongly agree”, 4 (40%) choosing “agree” and 1 (10%) choosing “Neither agree nor disagree”.

I feel now better informed on various aspects related to tourism

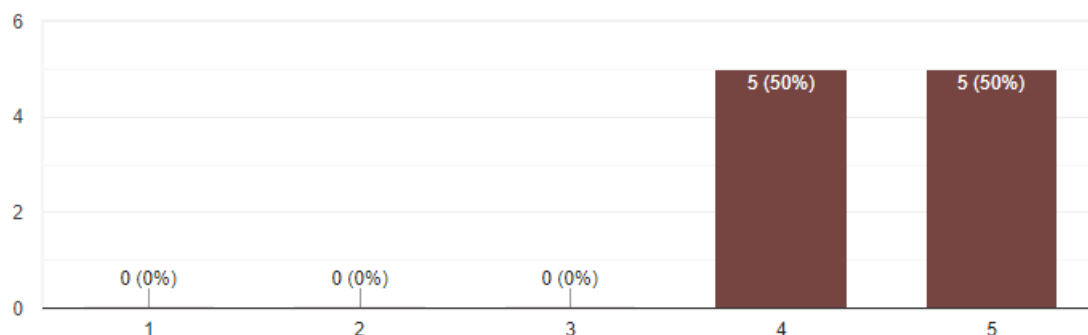
10 responses



In the statement “*The training supports me in strengthening my training skills*”, half of the respondents (50%) declared that they “strongly agree” and half of them (50%) “agree” while we had no negative responses.

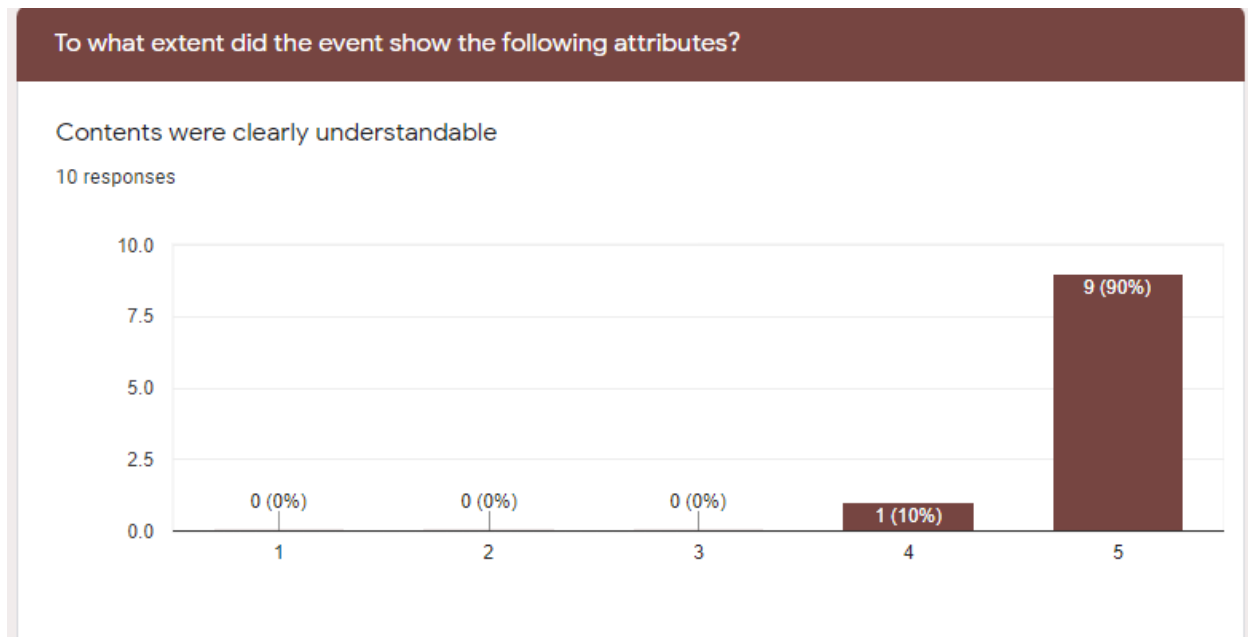
The training supports me in strengthening my training skills

10 responses



Usability

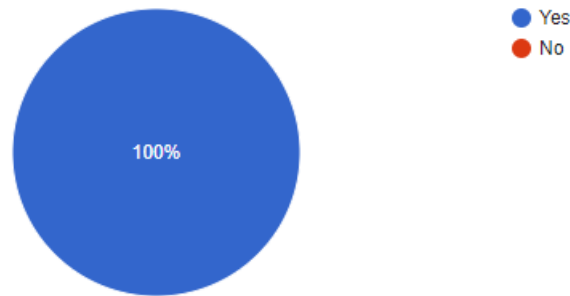
In terms of comprehensibility of the training, we also gathered positive feedback. 9 respondents (90%) “fully agreed” that the contents were clearly understandable, while 1 (10%) “agreed”.



All trainees (100%) found the trainers' advice very useful.

Were the training tips suitable?

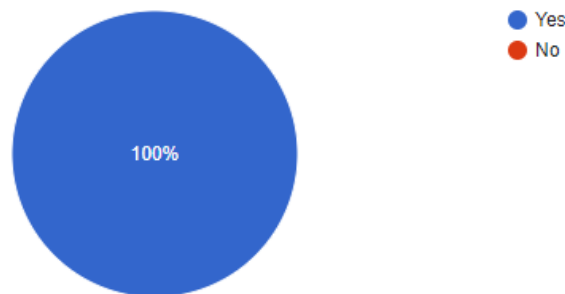
10 responses



Regarding the audiovisual means, used in the training sessions (videos, infographics) all participants (100%) outlined a fully positive stance.

Do you find the recommended tools (videos, infographics) useful for training sessions?

10 responses



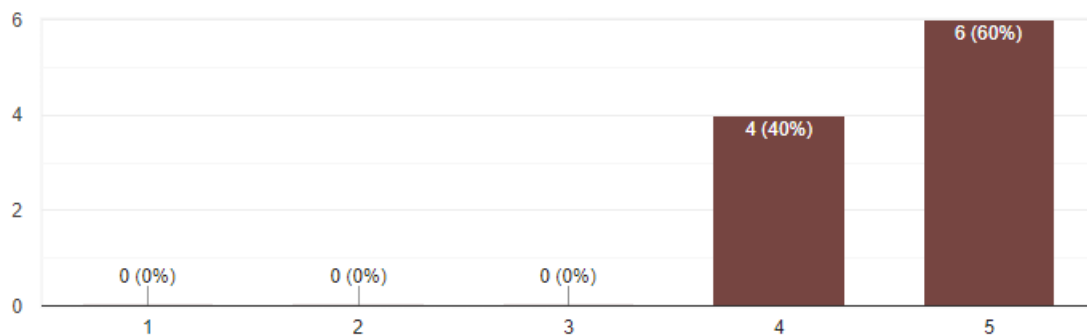
Motivation

In the statement "Contents were interesting and motivating" the participants also outlined a positive stance. 6 (60%) of them strongly agreed and 4 (40%) agreed.



Contents were interesting and motivating

10 responses

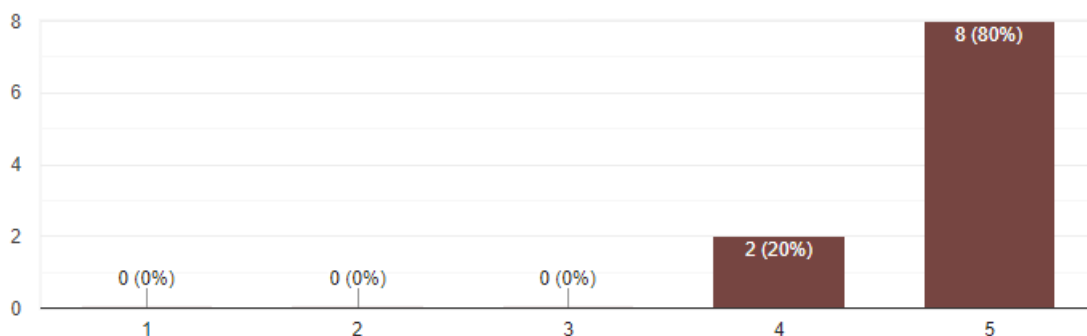


Pilot organization

The participants also expressed a positive attitude towards the realization of training, with the vast majority (8 res.-80%) indicating that the training was very well-organized and very well-structured – “fully agree” and only 2 (20%) stated that “agree”.

Training was well-organized and well-structured

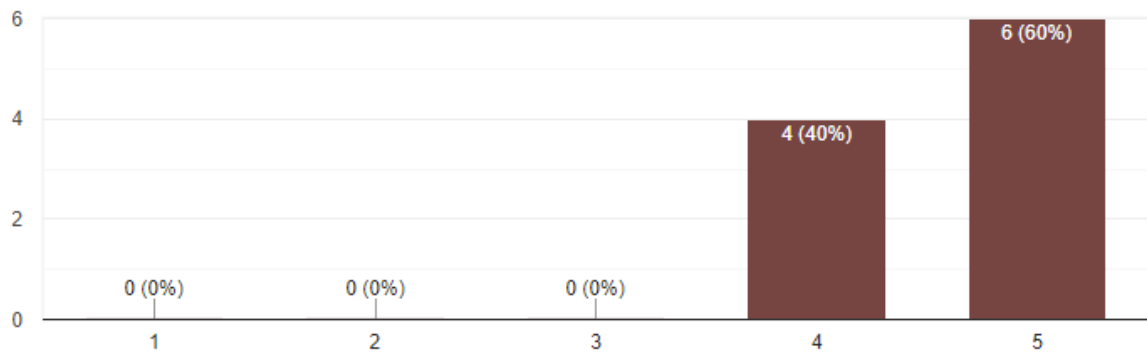
10 responses



Furthermore, respondents stated that they found the overall atmosphere very pleasant. More specifically, 6 of the respondents (60%) “fully agreed” with this statement and 4 (40%) “agreed”.

Overall atmosphere was pleasant

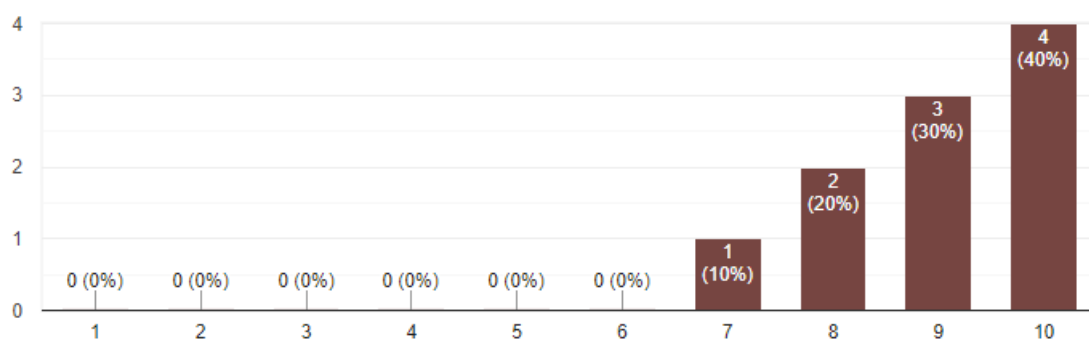
10 responses



On a scale of 0-10, (where 0 is the lowest score and 10 the highest), participants were asked to rate the quality of the training. 4 of the participants (40%) rated with “10”, 3 of them rated with “9”, 2 of them rated with “8” and only 1 of them rated with “7”. The results were very satisfactory as all participants scored above “5”, which was the average score on the scale and none of them rated the training with a score below “5”, which would have been disappointing.

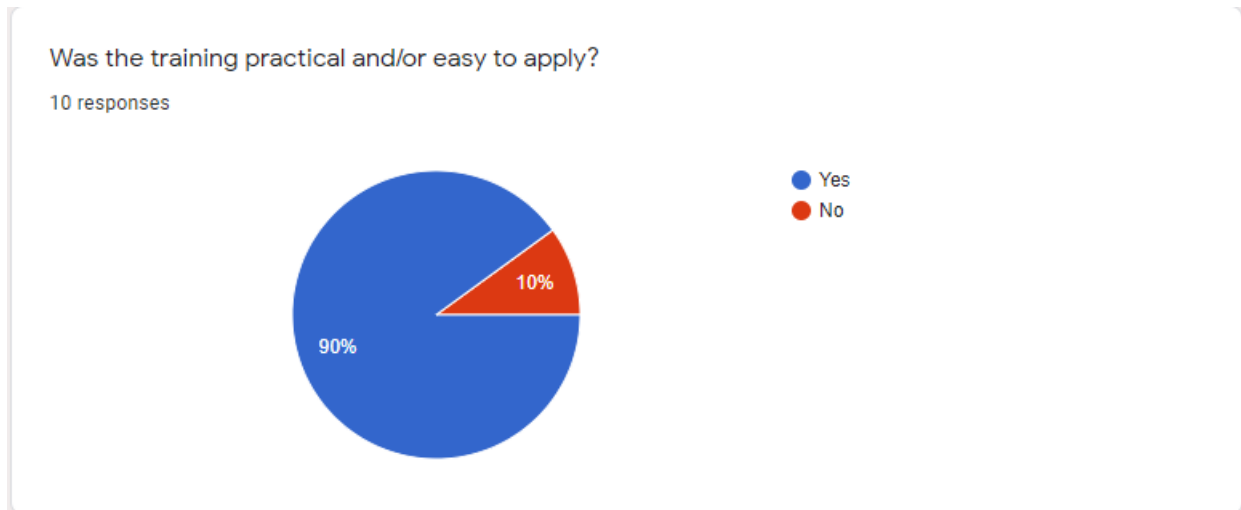
How would you rate the quality of the training?

10 responses



Practicality and Transferability

Most of the participants (90%) found very practical and easy to apply, while only 1 participant answered negative to the statement “Was the training practical and/or easy to apply?”

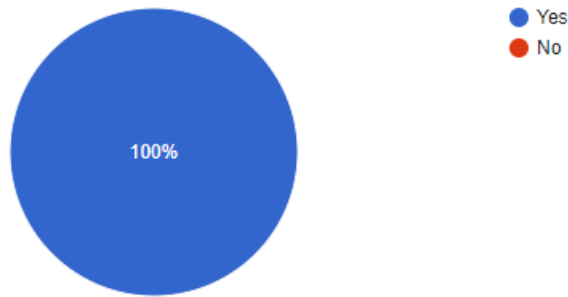


All participants unanimously agreed that they would “recommend the training to colleagues”.



Would you recommend the training to colleagues?

10 responses



1.3 Comments and Suggestions

Finally, we gathered all the feedback of the participants in order to improve this training or future trainings.

The most important suggestions were the following:

“Tools should be more adapted for training sessions. The format was not very operable in terms of size.”

“Explore the materials into more depth.”

The other participants had no recommendations or suggestions, although they provide very positive comments on the training.



Do you have any suggestions to improve this training?

10 responses

-

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The training was very useful and well structured.Good job!

Yes, tools should be more adapted for training sesions. The format was not very operable in terms of size

No, I was very satisfied with the training, the organization, our coaches, topics, tips&examples from real life

No, it was good

Explore the materials into more depth

no

CONCLUSIONS

To sum up, the overall rating for the training materials produced by FLEXI-TOUR project was quite encouraging and positive. The course, its content and the trainers' materials were described as useful, easy to use, comprehensive and targeted. Most of the reactions were positive more than expected. In terms of improvement, only a few things were pointed, that are mentioned above. No other comments were written.

