

Module 3



LU 13 Developing an Access Statement, auditing techniques

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LU Objective

To learn how to conduct an access audit of a tourism venue, in order to produce an access statement, using the Pantou data collection tool.





Elements of the Access Audit

1. Selection of a tourism venue
2. Accessibility checklist / Checking tool (paper-based or application)
3. Interview with the building/facility manager or owner and the person responsible for accessibility, (if any) to identify:
 - Management policy on accessibility
 - Areas to be audited
 - Customer services offered.
4. Key areas to be used as examples in the practical exercise:
 1. **Common features of buildings and facilities**, e.g. entrance, reception, public-use toilets, elements of horizontal and vertical circulation (such as corridors, lifts, stairs, ...)
 2. **Specific functional areas according to intended use** of the building or facility, e.g. Classrooms in an educational building, guestroom in a hotel, dining area in a restaurant)





Elements of the Access Audit (continued)

5. Measuring tools, e.g. tape measure, camera, etc.
6. Photo and Measurement Guide (studied beforehand)





On-site audit of physical access

In this exercise:

- The group is divided in smaller teams to measure and describe different areas of the building/facility, using the checklist
- Trainer supervises and guides teams when conducting measurements

Every building/venue is a different case and some features or access problems may not be captured by the checklist.

- Specific issues or unforeseen situations/obstacles during the audit are explained by the trainer
- If needed, guidance is given on additional measurements where obstacles or specific access difficulties are encountered, so as to help learners understand the problems and possible ways these can be overcome.

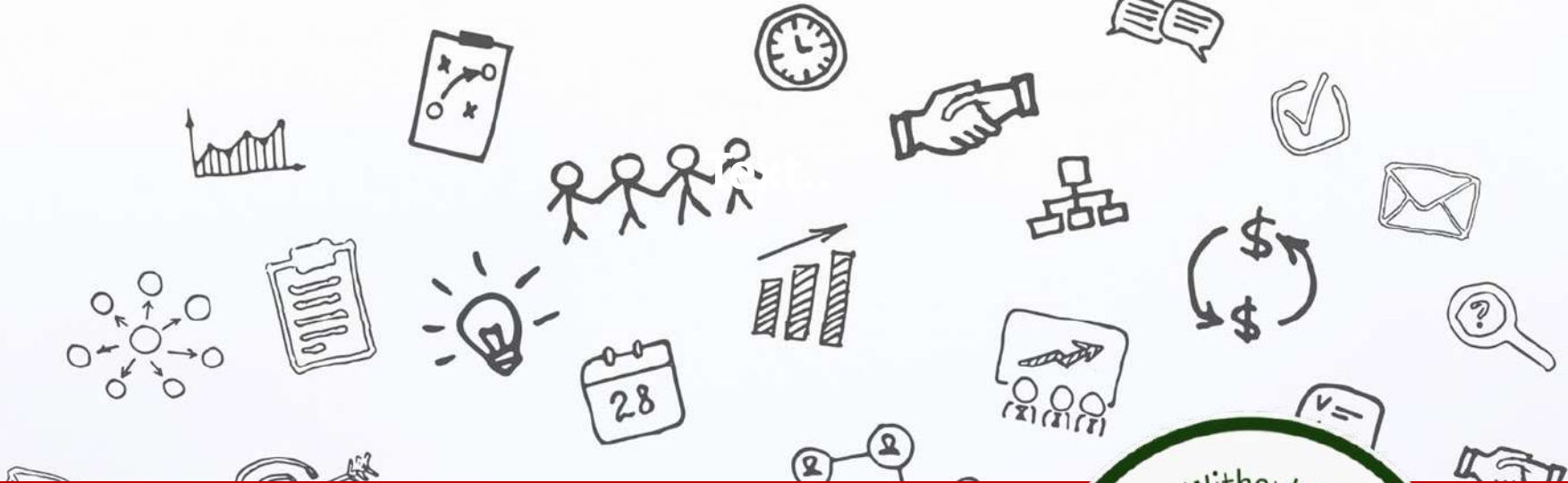




Completing the Access Statement

- Auditing teams will deliver their measurements and other data (text descriptions), following the checklist, to compile the Pantou Access Statement
- Photos are used to illustrate accessibility features and obstacles, if any, in order to enhance the information for users of the guide.
- Accessibility problems that have been identified should be briefly described and highlighted as comments in the relevant sections of the Access Statement, to ensure objective and reliable information that is helpful to the visitor.





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