

# Games Without Barriers



Game-based learning in initial VET for **Accessible Tourism**

## Newsletter No 1, November 2020

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## About the Project

The Games Without Barriers (GWB) project aims to develop new training contents on accessible tourism for initial VET learners, through experimental, innovative, game-based approaches and digital tools.

The project is funded under the Erasmus+ Programme KA2 VET - Cooperation for innovation and the exchange of good practices.

The project started on the 1st October 2019 and will last for 33 months.



## Project objectives

GWB has the following objectives:

- To **reduce the training gap** within tourism VET schools **about accessible tourism** issues, by embedding accessible tourism topics in their curricula;
- To **develop and experiment** edutainment approaches and tools in training, by integrating **game-based and experiential learning** in the teaching practices and using new media and digital technologies in a creative and collaborative way;
- to improve the **knowledge of accessible tourism by teachers of tourism VET schools** and increase their expertise and skills in the use of game-based learning approaches and digital training tools;
- to **increase students' engagement**, to boost their participation in **training activities** and to increase their awareness and **sensitivity towards disability and social inclusion** of people with specific needs;
- to provide students with new knowledge, **skills** and competences about **accessible tourism**;
- to increase the capacity of **tourism VET schools to operate at transnational level**, share and confront ideas, practices and methods.

## Kick-off meeting – 21 to 22 November 2019, Assisi, Italy



**Photos: Project team members**

The Kick-Off meeting took place at “Istituto Alberghiero di Assisi”, partner of the project together with five other organizations and schools from Belgium, Italy, Romania and Spain.

During the meeting, coordinated by Incipit Consulting, timing and methods for carrying out the project activities were defined.

The meeting was cheered by the excellent hospitality of the students of “Istituto Alberghiero di Assisi”, who, excellently led by their teachers, welcomed the partners’ representatives, cooked for them and served at their table with great professionalism.



**Photos: Students of the Istituto Alberghiero di Assisi, in the kitchen and dining room.**

## Opening Joint Staff Training Event

The Opening joint staff training event has been organised in order to share and uniform, within the Consortium, the knowledge on accessible tourism issues and on edutainment approaches and tools.

It was planned as a blended learning experience, with a first part to be carried out online, aimed at introducing partner VET teachers to the basic topics of Tourism for ALL, followed by a face-to face activity with the different aspects of accessible tourism to be addressed in detail, together with those regarding edutainment approaches and tools to training.

The online activity went on as planned, without problems or delays. The teachers, identified by the partner schools started the self-learning activity at the beginning of February: they registered in the reserved area of the project website and consulted the supporting training material (videos and documents) carefully selected and available through links.

Due to the problems in travelling abroad following the Covid-19 pandemic, the face-to-face activity scheduled in April 2020 was at first postponed to October 2020 and afterwards, since the Covid-19 emergency was still ongoing, was organised online as a synchronous training activity and took place during the week from 19 to 23 October 2020

Lectures were organised and implemented with morning and afternoon sessions and all of them were jointly attended by 22 representatives of the project partners:

4 representatives from each of the three partners schools: IPSSEOASC Assisi, ESHOB and Colegiul Economic “Gheorghe Dragos”;

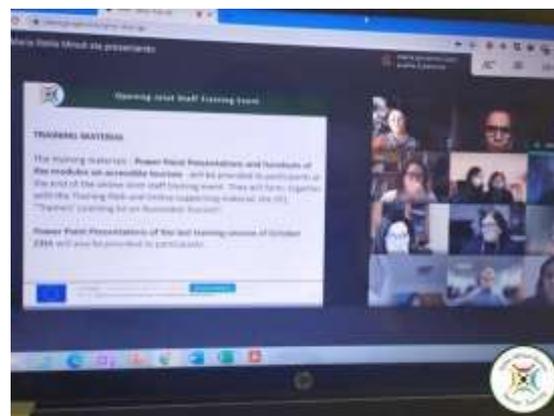
4 representatives from ENAT;

3 representatives from Incipit and 2 from Wattajob;

1 representative from Consorzio Itaca

IPSSEOASC Assisi was the leading organization and the classes were given by internal staff of the partners of the project: Incipit, ENAT, Wattajob and Consorzio Itaca.

[Incipit](#) and [ENAT](#) presented and analysed in detail all the main aspects of Accessible Tourism / Tourism for All: from its historical and legislative evolution to its economic impact; from the requirements of tourists with specific access needs to the procedures for a correct relationship with them and a quality welcome; from the techniques and tools to evaluate accessibility to the ways to provide correct information to customers with specific access needs and to communicate effectively.



Photos from the online staff training event

Moreover, on the last day [Wattajob](#) defined the concepts of **Edutainment, game-based learning and storytelling** and presented the 2<sup>nd</sup> demo version of the **Game-based Web App**, an innovative training tool aimed at balancing contents with gameplay.

[Consorzio Itaca](#), described the procedures and arrangements the partners will implement in order to prepare and organize students' exchange mobilities abroad, in particular the Europass tool and the ECVET process.

At the end of the Joint Staff Training Event, IPSSEOASC Assisi, as leading partner and the “hosting” organisation, delivered to the participants a certificate of attendance.

**The event has been a success**, the participants have really appreciated the presentations and their contents.

## Trainers' Learning Kit on Accessible Tourism and Online Training Course

The English version of the project first Intellectual Output - Trainers' Learning Kit on Accessible Tourism - was published on 06/11/2020 on GWB's website. By the end of the year versions in the other partners' languages - Italian, Romanian and Spanish - will also be available.

Trainers' Learning Kit on Accessible Tourism consists of:

- Training Path and Online Supporting Material
- Slides Presentations of Learning Units
- Handouts of Learning Units

The Training Path contains the structure and the description of the training contents necessary to train teachers of tourism VET schools on the main topics of accessible tourism.

The Online Supporting Material includes online documents on accessible tourism accurately selected by the partners expert of accessibility issues among the available online materials produced at EU and international level and classified according to the main topics addressed.

Besides the selection of already existing materials, slides presentations of the contents of the learning units and supporting handouts on the main topics addressed have been produced by [Incipit](#) and [ENAT](#) as parts of the training material.

The Training Path and the Online Supporting Material, the Slides presentations and the Handouts were at first made available only to the teachers of the partner schools participating in the Opening Joint Staff Training Event described above.

Once tested during the Opening Joint Staff Training Event and finalised, the contents of the Trainers' Learning Kit on Accessible Tourism have been included, together with a presentation of the basics of Edutainment, within the “**Online teachers' training course**” available in English in the public area of the project website.

The course is primarily intended for teachers of tourism VET schools, but it is also open to all those who want to know or deepen their knowledge on these important and interesting topics.

The online teachers' training on accessible tourism consists of 4 modules, comprising 16 learning units.

### [1st LEARNING MODULE](#)

“Accessible Tourism/Tourism for All, its history and the business case”

### [2nd LEARNING MODULE](#)

“The Access Requirements of Tourists and Customer Care”





## 3rd LEARNING MODULE

“The Accessibility Assessments”

## 4th LEARNING MODULE

“Information and communication”

The online training is complemented by a final [Learning Unit on Edutainment](#) that illustrates its main elements: Storytelling, Game-based Learning and Gamification.

The online course is available for everyone who wants to learn more on Accessible Tourism and Edutainment at the web page:

<https://www.gameswithoutbarriers.eu/training/>

## Partners' Profiles

### **INCIPIT CONSULTING- Innovazione e Consulenza Integrata per il Turismo**



**Incipit Consulting Soc. Coop.**, the **Project Coordinator**, is a company formed by a team of six professionals who have been operating in the field of Tourism research, consulting and training since the mid '80s.

Incipit Consulting offers training services as well research consulting and technical assistance on the main topics regarding the tourism sector:

- Territorial analysis, market researches and tourism observatories
- Destination marketing and management
- Sustainable tourism planning and development
- Tourism management of cultural heritage
- Accessible tourism
- Marketing and management for tourism businesses
- Information Technology application to tourism businesses and destination
- Revenue Management
- Customer Relationship Management
- Travel and tourism distribution
- Tourism legislation, contracts and consumer protection

Incipit training, mainly addressed to managers and private and public organizations staff, offers vocational and managerial courses, together with postgraduate and higher education courses in collaboration with universities.





## **CONSORZIO ITACA – Innovation tourism environment communication culture**

**ITACA** is a consortium of companies, mainly cooperatives, working in cultural, environment, tourism and communication sector in an innovative way.

Itaca's competencies includes network management through the web, social media, on-line and onsite events. The company has strong expertise in managing European Projects, in particular on the Erasmus+ (ka1 and ka2) activities.

Itaca therefore uses and is able to make available a series of relationships with various high-level collaborators who are activated according to the needs of the projects to be implemented that allow a dynamic organization with a high rate of reactivity.



## **ENAT - European Network for Accessible Tourism asbl**

ENAT is a non-profit association for organisations that aim to be 'frontrunners' in the study, promotion and practice of accessible tourism. ENAT work to develop knowledge and expertise on accessibility issue in the European tourism field. It develop vocational training curricula and programmes and accredited courses for tourism and hospitality students and professionals. ENAT provides a platform for tourism sector organization and actors who support accessibility in tourism, and a representative voice towards European and national institution and organization whose actions have a direct influence on the tourism sector.



## **ISTITUTO ALBERGHIERO DI ASSISI**

**Istituto Professionale di Stato Servizi per l'Enogastronomia e Ospitalità Alberghiera Servizi Commerciali.**

Assisi's Vocational Hotel and Catering School is deeply-rooted in the territory and has enormously contributed to the development of hospitality and tourism industry.

It is strictly tied to local tourism industry and it cooperates with small and medium enterprises. Cooperation takes place through vocational training in the region mainly but also in other regions or even abroad. A particular program called "alternanza scuola lavoro" allows the students to alternate work with tuition at school. Local and regional institutions demand for cooperation in order to organize function preparation when celebrating events. Staff and students are also involved in projects which aim is to promote the territory and the regional gastronomic traditions. The school, which is actually an accredited member of UNESCO's Schools Association, is now





attended by about 1030 students spread over 54 classes coming from different regional areas and has 174 members of staff.



## **ESHOB- Escola Superior d'Hostaleria de Barcelona**

**Eshob** is a private and non-profit foundation school. It was founded in 1985 by initiative of the Restaurant and Hotel Associations in Barcelona due to the need for qualified professionals in all areas of the hospitality sector, by introducing a new training system based on skills development and acquisition of habits, attitudes and values.

It has become one of Spain's most representative Culinary Arts, Restaurant Service, Sommelier, Restaurant Management and Hotel Management School.

The aim of the School has been, since its beginning, the training of future hospitality and food and beverage service professionals, both in the field of theoretical knowledge such as in techniques, habits and attitudes. To accomplish these objectives, the school has a team of teachers and professionals with extensive experiences and facilities designed for the specific professional education.

To answer to the need for a professionalized educational model in constant contact with the real world of the sector, the school has two restaurants (L'Escola and L'Ham) used by teachers and students as application areas opened to the public. These restaurants are a way to display our students' knowledge and training at a highest level.

Every year the school trains more than 600 students in of culinary and pastry arts, restaurant and hotel service, hotel management, hotel cleaning, cocktail and sommelier courses.



## **GHEORGHE DRAGOS – Colegiu Economic Satu Mare**

**Economic College “Gheorghe Dragoș”** is an economic secondary and vocational training state school in Satu Mare, a county in the North-West of Romania situated at the frontier with Hungary. Students attend high school classes (4 years) and vocational school courses (3 years). The institution's scope is to qualify students in specialisations belonging to the domain of services, such as:

- Economic Technician
- Commercial Technician
- Technician in Gastronomy
- Technician in Tourism





Vocational school graduating students can get – in the domain of Tourism and Nutrition- the next qualifications:

- hotel worker
- seller( shop assistant)
- waiter
- chef
- pastry cook

The school has 22 high school classes and 7 vocational school classes, with 843 students and 72 paid staff, of whom 61 are teachers.



## WATTAJOB!

Wattajob is a privately held company born in 2014 with the mission to support innovation and new digital environments in schools and companies

Both targets are presently facing the digitalization challenge, which brings about new learning and working mindsets.

The company's enlarged team can design, produce, implement and deliver both consultancy activities and training sessions focused on the soft skills necessary in the digital era:

- collaboration
- communication
- change management
- problem solving
- team alignment

As far as consultancy is concerned, it cooperates with major companies to help them deliver effective change management projects, designs workshops and training sessions with different tools among which Lego Serious Play and blended learning tools. To support its blended approach Wattajob created the web app *"The Smart Side – Education Edition"*, which provides contents, case histories, exercises and tailor-made games to support soft skills in the digital workplace.



## REGIONE UMBRIA

The Regional Council of Umbria is an associated partner of the project.

