

Games Without Barriers



Game-based learning in initial VET for Accessible Tourism

Newsletter No 2, May 2021

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Welcome to our second Newsletter. Here we present a round-up of our recent events, latest publications and training courses developed by the GWB partnership.

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First Operational Joint Staff Training Event and First Short-term Students' Exchange, 26-30 April 2021

The “First Operational Joint Staff Training Event” and the “First Short-term Students’ Exchange”, originally planned as a face-to-face events, took place online, as a synchronous training activity, due to the problems for travelling abroad following the Covid-19 pandemic.

The event was focused on the first two Training Modules on Accessible Tourism, to be developed by the GWB project as IO2:

- MODULE 1 – Introduction to Accessible Tourism for All.
- MODULE 2 – Persons with disabilities and/or other specific access needs: requirements, barriers and problems.

Lectures and activities were carried out during the morning and afternoon sessions, all of them jointly attended by 24 students of the schools partnering in the project, by representatives of the project partners and invited external speakers.

IPSSEOASC Assisi was the leading organisation. The classes were delivered by teachers of the three schools, IPSSEOASC Assisi, ESHOB and Colegiul Economic “Gheorghe Dragos”, who were trained in last year’s Opening Joint Staff Training Event.

Each school focused its training on specific sectors of the tourism supply chain:

Accommodation (ESHOB), **Restaurant and Catering** (IPSSEOASC Assisi), **M.I.C.E and Travel Agencies** (Colegiul Economic “Gheorghe Dragos”)





Besides the teachers of the partner schools, the partner WATTAJOB was also actively involved by presenting an interactive demo of the GWB game-based web app to the students and enriching it with their contribution, with a co-design approach. WATTAJOB presented some identikits of “personas” with specific access requirements to students split

GROUP 1 AND 2



Serena, 45 yo
Bio: she is travelling with her husband to enjoy their wedding anniversary
Special needs and access requirements: she is blind so although her condition is quite visible, not many people know how to act around her and how to handle her impairment. and her husband has to help pger

Re-write his story!

Help Serena in finding a better experience in accommodation services

Think about...

What does she expects from the offered service?

What kind of attention would she really appreciate?

Which is the most common mistake people do with her?

Which problem could she face in the accommodation service?

into groups, asking them to put themselves into the persona’s shoes, trying to understand their problems, feelings and expectations.

Through this group activity, students contributed to **the creation of the story behind the web app**, defining needs and expectations of some characters that they will find in some

stories presented in the app.

Moreover, the partner CONSORZIO ITACA illustrated the European tools used in the project: ECVET and Europass.

Finally, three external experts, one for each sector analysed in Training Module 2, were invited and participated, presenting their own experiences.

Orla Steinbeck, Health and Safety Manager, Gleneagle Group, Killarney, Ireland presented “Our Accessibility Journey”, describing how the groups’ Hotels, Conference Centre and staff became the award-winning hotel group in Ireland for accessible services.



Gleneagle Hotel Management and Staff, showing ENAT World Tourism for All Certificates.

View Orla’s presentation on Vimeo at: <https://youtu.be/nt6AJhkLOVM>





Maite Azkarate, ESHOB, Barcelona, presented “Pastry Accessibility. How to build a sweet world for All”, demonstrating the challenges and solutions to this important branch of catering – and focussing on the characteristics and requirements of persons with Type One Diabetes



Daniela Rentea, Simbotour - Satu Mare – Romania, presented “Tourist Packages for People with specific Access Requirements”, drawing on her experiences in the sector, with a number of examples from practice

Students’ assessment

The last day of the training event was allocated to the assessment of students’ learning achievement and collecting teachers’, students’ and partners’ feedback on the training experiences.

The students were assessed on the Technical and Professional Skills acquired about Accessible Tourism, with specific reference to the requirements, barriers and problems of persons with disabilities and/or other specific access needs in the analysed sectors.

Moreover, they were assessed on the following Key competences: 1) Communication in foreign language, 2) Learning to learn and 3) Cultural awareness and expression competence.

Following the assessment test, successfully passed by all, IPSSEOASC Assisi, as hosting school, delivered a signed “Training activities Assessment Form” to all the students for the purpose of recognizing their “virtual” mobility abroad as part of their study programme, as defined in the Memorandum of Understanding signed by GWB partners.



Evaluation of the training experience

A summary of the main findings of the internal post-training evaluation.

As mentioned above, at the end of the First Short-term Students' Exchange/ Operational Joint Staff Training Event, evaluation questionnaires were also submitted to all the participants - students, teachers and representatives of the technical partners - in order to collect their opinions and feedback on the training experience. Different questionnaires were prepared and submitted online to the three different target groups in which they could express their evaluation anonymously.

The students' questionnaires investigated the level of appreciation of the teachers and of the theoretical and practical training activities they attended, the adequacy of the didactic support material, satisfaction about the relationship established with their classmates and with foreign students from other schools, the usefulness of the addressed topics for their future work, etc.

The teachers' questionnaire asked them to indicate what worked and what didn't work, how the training modules were covered and how the support activities could be improved, as well as their impressions of the students' reactions.

The questionnaires submitted to the technical partners also investigated the questions that were posed to the teachers. In addition, these partners were asked to express their "external" judgement on the efficiency and effectiveness of the work carried out by the teachers. Questions were designed to gather positive or negative comments on the course, as well as suggestions on topics to be explored and aspects to be further developed.

Students' survey results

The students' evaluation of the training event as a whole was very positive. This is confirmed by the fact that students would be willing to repeat it and would definitely recommend it to their schoolmates. The opportunity of working together and the chance of interacting with students from schools in other countries, which is an essential part of the ERASMUS+ experience, was well appreciated and met what in many cases were the expectations of the students. However, the online organisation of the training event





actually reduced the possibility of direct contact between the participants, which negatively affected the students' overall assessment.

The students also appreciated the training materials and the activities supporting the slide presentations, such as group work, exercises and games, as they were considered engaging and useful for learning. The activities related to the use of the game-based web app were considered largely satisfactory, as well as the organisation of the event through the ZOOM platform, although some students were not completely satisfied with the experience as a whole, due to the fact it was carried out online.

Students also expressed a high level of interest in accessible tourism topics, which they considered useful for their future work placement. They appreciated the chance to deepen their knowledge thanks to the "testimonies" of invited external speakers: two tourism operators who have customised their services to the requirements of customers with disabilities or specific access requirements, and a person with specific dietary needs due to diabetes.

Teachers' survey results

The teachers' questionnaire recorded respondents' opinions and expectations about the course, asking them to indicate the aspects that worked best and those that were less successful. They were also asked to suggest topics for more in-depth investigation and to provide, on the basis of their experience of this training programme, suggestions for improving future students' exchanges.

The teachers' overall evaluation of the training experience was very positive, as confirmed by their willingness to be involved in similar initiatives in the future and willingness to suggest this experience to other colleagues. Overall, the teachers considered that their expectations regarding the training course were well met.

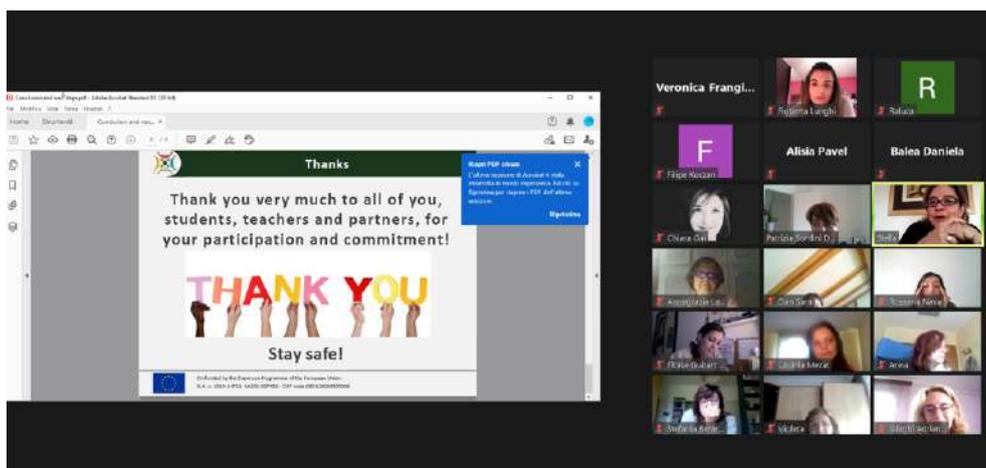
Technical partners' survey results

The technical partners gave feedback on the training given by teachers, highlighting any topics that were overlapping and/or had gaps to be filled; what in their opinion went "better" and, on the contrary, what went "worse", in order to undertake corrective measures. The training event was evaluated positively by the technical partners, with a





high average score and quite similar ratings between them. The training experience as a whole was judged very interesting and useful both for the teachers and the students who were considered to have participated and interacted quite positively with each other and with the external experts. Technical partners felt that teachers' activities were well integrated among the three schools, despite some overlapping of the addressed topics.



Project Facebook Page and Forum

The project is active on Facebook. It hosts a Community of students, teachers and training experts aimed at knowledge-sharing, internal dissemination and discussion to foster understanding and share experiences on accessible tourism. There are now 420 FB followers.

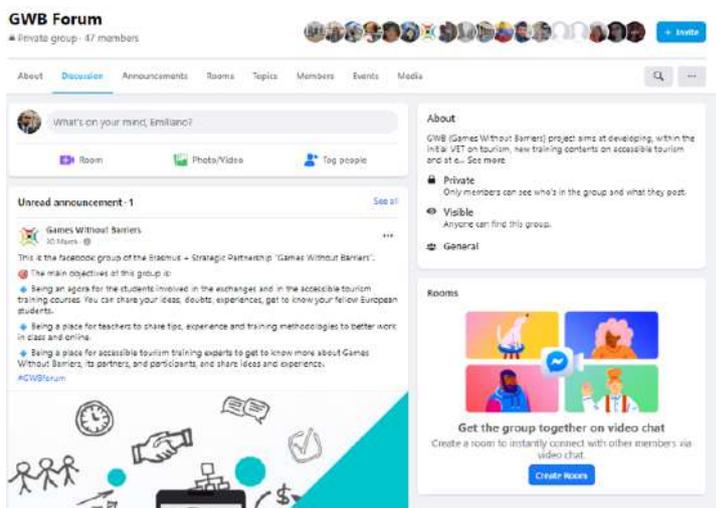


Visit us on Facebook: <https://www.facebook.com/GamesWithoutBarriers/>

The **GWB Forum** is a private Facebook Forum, at present numbering 51 members, including trainees, teachers and GWB project staff. The Forum has 7 open discussion groups. The groups will be further exploited during and between the next project's meetings, training sessions and exchanges to support the students' learning and the development of intellectual outputs.

The GWB Forum is at: <https://www.facebook.com/groups/gameswithoutbarriersforum>





Games Without Barriers – Facebook Forum Page

Online Survey on the 1st GWB Deliverable

The first Intellectual Output, Trainers' Learning Kit on Accessible Tourism is available for



consultation and download at the project webpage:

<https://www.gameswithoutbarriers.eu/intellectual-outputs/>

The Trainers' Learning Kit contains the Training Path, Slide Presentations and Handouts produced for the training course for teachers of the schools that are active in the project.

These resources are made available for consultation by all tourism vocational trainers who want to acquire knowledge and skills on Accessible Tourism issues.

Send us your Feedback!

After viewing the Training Kit, readers are invited to answer a **short online survey**, giving feedback on the structure and content of the courseware. Results of this survey will be used to improve the Open Educational Resources before they are finalised in the last stages of the project. **Open the survey:** <https://forms.gle/cXRedm7aYVINZSEWA>



Partners

	<p>INCIPIT CONSULTING- Innovazione e Consulenza Integrata per il Turismo. Incipit Consulting Soc. Coop. https://www.incipitconsulting.it/</p>
	<p>CONSORZIO ITACA – Innovation tourism environment communication culture http://www.consorzioitaca.eu/</p>
	<p>WATTAJOB! https://www.wattajob.it/</p>
	<p>ENAT - European Network for Accessible Tourism asbl https://www.accessibletourism.org/</p>
	<p>GHEORGHE DRAGOS – Colegium Economic Satu Mare http://www.colegiulgheorghedragos.ro/</p>
	<p>Escola Superior d'Hostelaria de Barcelona https://www.eshob.com/en/</p>
	<p>ISTITUTO ALBERGHIERO DI ASSISI Istituto Professionale di Stato Servizi per l'Enogastronomia e Ospitalità Alberghiera Servizi Commerciali. https://www.alberghieroassisi.eu/</p>
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