

# Games Without Barriers



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

### Newsletter No 3, November 2021

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Welcome to our third Newsletter. Here we present a round-up of recent training events, latest publications and social media activity of GWB project.

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## Second Operational Joint Staff Training Event and Second Short-term Students' Exchange, 18-22 October 2021

The “Second Operational Joint Staff Training Event” and the “Second Short-term Students’ Exchange”, originally planned as a joint face-to-face training event to be held at Colegiul Economic Gheroghe Dragos in Satu Mare (Romania), took place online as did the first one, due to the resurgence of the Covid-19 pandemic, especially in Romania. However, unlike the first one, in this case students and teachers of each partners’ schools participated in the training event by attending the online classes all together from their own schools and not from their homes, thus allowing greater interaction between students and between students and teachers and, consequently, greater involvement in the training activities.

The event was focused on **Training Module 3** of the Training Modules on Accessible Tourism (IO2 of GWB project): “**Serving customers with specific access requirements**”.

Colegiul Economic Gheroghe Dragos was the leading and hosting organisation and the classes were given by teachers of the three schools partnering in the project, previously trained in last year’s Opening Joint Staff Training Event.

Each school focused its training on specific sectors of the tourism supply chain: **Accommodation** (IPSSEOASC Assisi, Italy), **Restaurant and Catering** (ESHOB, Spain), **M.I.C.E and Travel Agencies** (Colegiul Economic “Gheorghe Dragos”, Romania).

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



The 24 participating students were different from those who took part in the first exchange. However, they had already been introduced to the general topics of Tourism for All by their teachers and their companions who had preceded them and who shared with them what they had learned during the first students' exchange.



The Romanian exchange students' class



Italian students in online training session



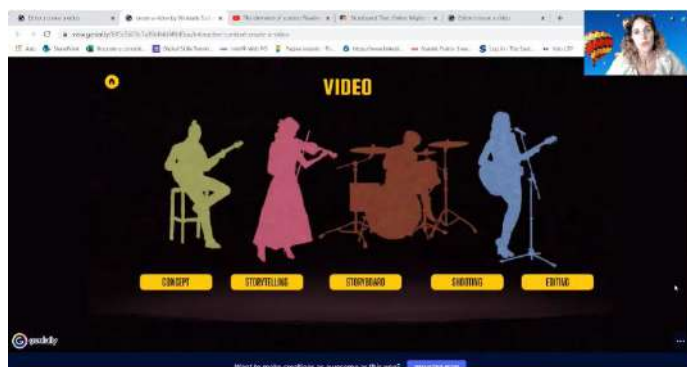
Spanish students doing a group work activity

## Video-making activity

During the training week, the main activity in support of the training was the production of videos by the students focussed on the welcoming of customers in tourism facilities, taking into account what they learned during the theoretical lessons.

Students were asked to represent in short videos made with their smart phones different situations of their choice in which tourism service providers relate with customers with disabilities and/or specific accessibility requirements.

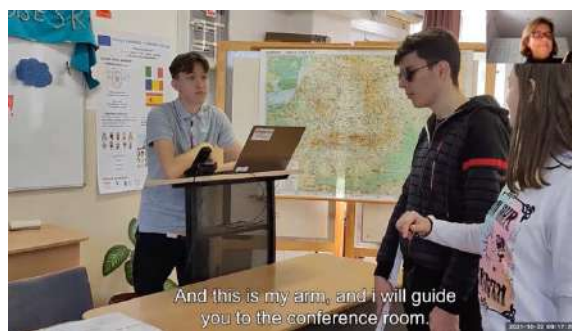
In order to make students prepared and confident to create their own videos, the partner WATTAJOB showed a presentation with some guidelines and tips on how to create a concept, a good storytelling and a storyboard and on how to shoot and edit a video.



On the basis of these tips and with the support of their teachers, the students produced videos showing right and wrong ways to serve customers with different access requirements:

- for the Romanian students, the case of a person with Tourette's syndrome who goes to a travel agency and the case of a man with visual impairment who wants to attend a conference;
- for the Spanish students, the case of a blind person who goes to the restaurant for a vegan meal
- for the Italian students, the cases of customers with different disabilities or specific access requirements arriving at the reception of a hotel.

### Scenes from the Romanian students' videos



### Scenes from the Spanish students' video



### Scenes from the Italian students' videos





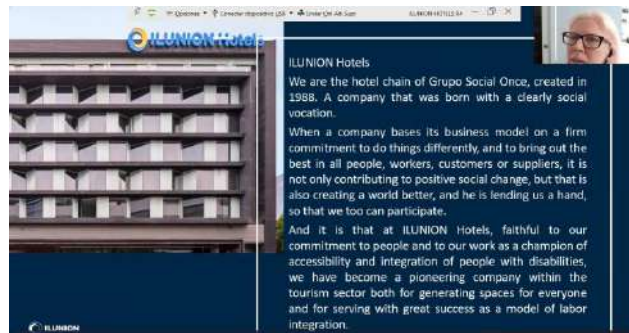
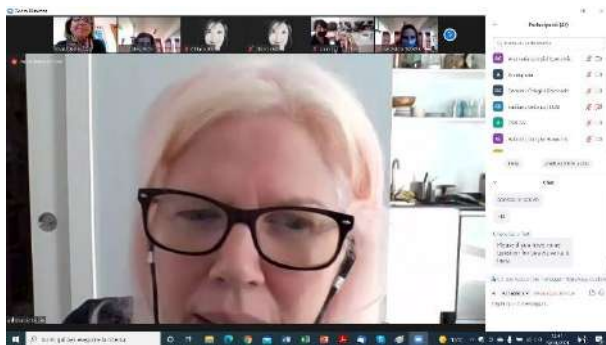
The videos were presented online on the last day of the training event. Everyone was impressed with the students' creativity and originality, when handling the cases of customers with specific access requirements.

The choice of making videos proved therefore to be a winning one: the students put a lot of effort into it and had fun and, while having fun, deepened what they learned during the theoretical lessons by putting themselves in the shoes of people with disabilities or other specific access requirements.

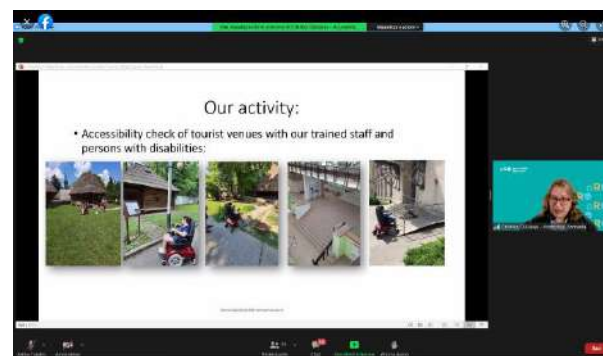
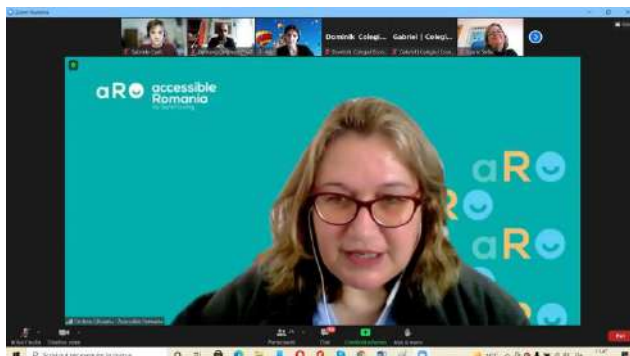
## Expert testimonies

Two external experts were invited to talk about their experiences in serving customers with specific access requirements. We thank them both for offering their time and expertise.

**Beatriz Rubio del Campo**, Accessibility Manager of Ilunion Hotels, Spain, presented the policy, practices and training materials used in the ILUNION Hotel group, part of the ONCE Social Group, a unique company in the world that focuses on accessible tourism and the integration of people with disabilities.



**Cristina Căluianu**, managing director of Accessible Romania by Sano Touring Travel Agency, Bucharest, Romania presented their experiences in welcoming and catering for customers with specific access requirements.



## Downloads

All the slide presentations provided by the trainers and the invited speakers will be available, once finalised, as part of IO2 - Training Modules on Accessible Tourism at:

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

## Development of the Game-based App



Besides the presentation on how to create smartphone videos, the partner WATTAJOB was actively involved in co-designing elements of Mission 3 of the GWB game-based web app together with the students.

First of all, WATTAJOB ran a **demo** of the game-based web app, testing with students Mission 1 and Mission 2, with the aim to make them familiarize with the tool and to collect feedback in order to improve it. Then its representatives presented to students what is an interactive scenario, giving them some examples, and asked them to create their own scenarios on accessible tourism using a template in which to structure their concepts into real “game-based” exercises that will be included into Mission 3 of the web app.

## Project Facebook Page and Forum

As already reported in the second Newsletter, the project is active on Facebook. It hosts a



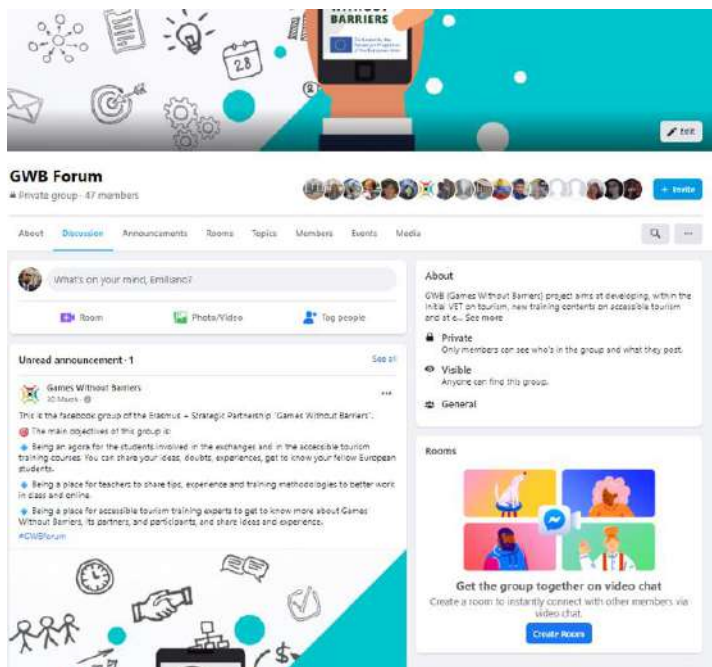
Community of students, teachers and training experts aimed at knowledge-sharing, internal dissemination and discussion to foster understanding and share experiences on accessible tourism. There are now 438 FB followers.

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

The **GWB Forum** is a private Facebook Forum, at present numbering 55 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 meetings,



training sessions and exchanges to support the students' learning and the development of intellectual outputs.



## Games Without Barriers – Facebook Forum Page

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

## Online Surveys on the GWB Deliverables

The first Intellectual Output, *Trainers' Learning Kit on Accessible Tourism* and another deliverable, *Toolkit for planning and carrying out training activities* (part of Intellectual Output 5) are 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.





The **Toolkit for planning and carrying out training activities** provides teachers with suggestions on how to make learning engaging and exciting for students, by adding to more traditional lessons the experiential learning activities and game-like activities, such as simulations, role-plays, location-based games, etc.

These resources are made available for consultation by all tourism vocational trainers who want to acquire knowledge and skills on Accessible Tourism issues and/or want to enrich their teaching with tools and methodologies combining learning with entertaining activities.

After viewing the resources, readers are invited to answer **short online surveys**, giving feedback on their structure and content.

Results of these surveys will be used to improve the Open Educational Resources before they are finalised in the last stages of the project.

### Open the survey on Trainers' Learning Kit:

<https://forms.gle/cXRedm7aYViNZSEWA>

### Open the survey on Toolkit for planning and carrying out training activities:

<https://forms.gle/9Qes3K2UaMViGdaj7>

### Send us your Feedback!





## Partners

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	<p>WATTAJOB!  <a href="https://www.wattajob.it/">https://www.wattajob.it/</a></p>
	<p>ENAT - European Network for Accessible Tourism asbl  <a href="https://www.accessibletourism.org/">https://www.accessibletourism.org/</a></p>
	<p>GHEORGHE DRAGOS – Colegiu Economic Satu Mare  <a href="http://www.colegiulgheorghedragos.ro/">http://www.colegiulgheorghedragos.ro/</a></p>
	<p>Escola Superior d'Hostelaria de Barcelona  <a href="https://www.eshob.com/en/">https://www.eshob.com/en/</a></p>
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