



Progetto EU.FOR.ME

Formazione turistica per un'utenza ampliata

Partners' Meeting Malaga 26th-27th January 2006 Minutes



Minutes

Transnational Partners' Meeting EU.FOR.ME Project

Date: 26 – 29 January 2006
Place: Fuengirola (Malaga)
Present: **Tandem Coop.:** Annagrazia Laura, Francesca Tulli, Giuseppina Carella
CST: Maria Stella Minuti, Sonia Vissani
UTC: Elena Cherubini, Annalisa Mandoloni
YAP: Adina Pop, Roberto Braga, Elisa Chiodi, Julien Soyer
Info-Handicap: Fabienne Feller, Chris Rehlinger
IPF : Ana Maria Pacheco, Desirée Vidal, Begona Ramirez
Neumannconsult: Peter Neumann, Andrea Mallas
Turism for Alla: Lilian Muller, Rasmus Isaksson
Participants to the "Training for Trainers Course": Stefania Centi, Monica De Santis, Samanta Stolfi, Lucilla Morelli, Marta Nocco, Chrysoula Alyfanti, Cataldo Maltese, Laura Illuminati, Donatella Ligorio, Alessandra Rossetti, Alfredo Petrillo, Jacopo Borghetti, Davide Catena, Roberta Pansolini, Maria Chiara Mossone

Thursday 26 January 2006

09.30 a.m Working Session opening and presentation of the state of the art of the project :

By Tandem

- Introduction

By CST

- Training for Trainers course

By International Tutors and the Trainees

- Implementation of the Project Works – Working methods
- Short presentations of each Project Work

GENERAL DISCUSSION

11.00 a.m. Coffee break

11.20 a.m. Separate bilateral Session Tutors/Trainees

- Final revision of the contents of each Project Work
- Release of the 4 training modules

GENERAL DISCUSSION AND APPROVAL

1.00 p.m. Lunch

11.20 a.m. Separate session of the Youth Panel (Agenda Attached).
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2.00 p.m. Steering Committee

By CST...continued

- Planning of the Experimental phase
- Possibilities to recognise training credits

By UTC

- Procedures for transferability criteria
- Dissemination Activities

4.00 p.m. Coffee Break

4.20 p.m.

By UTC....continued

- Advanced draft of the CD-ROM – Contributions by Partners

Discussion, amendments and final approval

5.30 p.m. ALL

- Preparation for the Public Event

6.30 p.m. End of the first working session

Friday 27 January 2006

10.00 am to 1.00 pm

PUBLIC EVENT WITH THE PARTICIPATION OF REPRESENTATIVES FROM THE TOURISM INDUSTRY AND THE TRAINING INSTITUTIONS

1.00 p.m. Lunch

Youth Panel

2.00 p.m. to 5 p.m. Continuation of the meeting on the Panel Agenda's items

Steering Committee

2.00 p.m. ALL

- Analysis of tasks and timings of activities towards the Final Seminar (reference document Workplan 3)
- Organisation of the Final Meeting (Speakers, topics, invitations)
- Documentation for the Seminar: what, who, when

By Tandem

- Requests and timing for the Final Report
- Financial issues
- Open issues

5.30 p.m.

By The Youth Panel

- Report on the separate meeting

Open discussion

4.30 pm SHORT Coffee break

6.00 p.m. Closing of the Meeting



AGENDA YOUTH PANEL Malaga, 26-27 January 2006

Introduction

During the meeting in Malaga, concerning the dissemination of information, we are going to:

- discuss some critical points that came up in previous issues of the newsletter;
- outline the diffusion plan of the newsletter making also an estimation of the total number of readers reached by each partner, as well as the organizations involved up to now into the youth panel initiatives or to whom the youth panel members have presented EU.FOR.ME.;
- establish a shared method to animate systematically the FORUM from February to June 2006;
- define future objectives in order to implement dissemination strategies;
- identify an instrument able to summarize and represent the youth panel work during the final meeting in Assisi.

The participants to the training course of Assisi will take part to youth panel work sessions, therefore their involvement in our the future activities would be appreciated (animation of the forum, participation to the final event etc.)

Workshop 1

- Welcome of the participants.
- Introduction to the programme.
- Discussing some critical points that came up in previous issues of the newsletter.
- Giving a “picture” of the situation about the spreading activities followed up by each youth panel member (structure and quantitative dates).
- Brief presentation of the youth panel work to the participants of the training course.

(When they will join the session in the afternoon)





- Establishing a shared method to animate the FORUM systematically from February to June 2006.

Workshop 2

- Discussing about the project works and their testing by participants to the training course.
- Defining future objectives in order to implement dissemination strategies.
- Identify an instrument able to summarize and represent the youth panel work during the final meeting in Assisi.
- Scheduling the activities.
- Evaluation.
- Plenary report.



MINUTES

Thursday 26 January

The first working day started with some delay that required the agenda to be modified as follows:

- a) The Separate bilateral Session Tutors/Trainees was postponed to Friday afternoon
- b) The Morning working session of the Youth Panel was postponed to the afternoon and involved the participation of the Students from the very beginning.

All partners and the member of the Youth Panel were invited to keep the presentations and the discussion to the minimum needed (although not influencing the effectiveness of the working sessions) in order to go through all points of the Agenda.

Apart from the above mentioned modifications the Agenda was approved.

Introduction and state of the art of the Project.

Annagrazia Laura went through the Workplan and informed all partners about the actions completed:

- a) The training for trainers course
- b) The Project Works (to be finalized during the meeting)
- c) The external validation report
- d) The interim monitoring report
- e) The dissemination activities

For ongoing actions the responsible partners will present the situation.

Moreover she reminded all partners about the obligations of the partnership towards the Commission as regards the submission of the Final Report.

The Technical Assistance Office confirmed that **copies of all invoices should be attached to the report.**

The rules and deadlines are as follows:

- The beneficiary on behalf of all the organisations participating in the project submits the Final Report. The declaration on the following page confirms that a process of consultation and approval has been carried out throughout the partnership. It is therefore important that the required information should be collected in good time before the deadline for submission of the Final Report.
- The Report must be submitted in one of the **eleven official languages** of the European Union (see Annex 1 of this form).
- **Three copies of the Report** must be sent **no later than two months (as per postmark)** after the end of the eligibility period



- You have to attach to your Report, **three copies of all project products and results**. This should include all products and results listed in the summary table in Part 2C (like reports, studies, CDs, conference programmes, etc).
- **Please note that a late submission of the Report may result in penalties or even cancellation of the Agreement, in accordance with the general conditions of the Agreement.**

In consideration of the above, all partners are invited to start collecting all relevant documents since the 1st of June 2005 and to make sure that, by the 31st of July, all expenses related to the project **have been processed within each organisation** so that TRUE COPIES OF THE ORIGINALS can be mailed to Tandem.

Maria Stella Minuti made a presentation of the training course, of how the training activities was finally organised; she pointed out the high percentage of attendance and the satisfactory level of interest of the students. This fact was also fostered by the almost complete presence of all students to the meeting and the informative Seminar.

The session went on with the presentation of the 4 Project Works.

One representative of each of the four groups of students presented the work done.

Immediately after the presentations the relevant Tutors commented on the long distance tutoring.

As a whole the experience was considered very positively, with high potential to be spread also at national level; all Tutors pointed out that the two face-to-face meetings that they had with the students (14th of October 2005 and on the 5th and 6th of December 2005) were very important in order to establish a fruitful cooperation and an effective work plan.

Every Tutor agreed that it has been very important to be able to organise this meeting, especially authorised by the Commission.

The transnational Tutors were also asked to prepare a report on this experience which could be included also in the transferability of best practices at European level.

The report will be completed when all Project Works will be officially released.

Planning of the Experimental phase

Maria Stella Minuti made a presentation on the actual possibilities for this phase.

This will be held inside the following training activities organized by the partners CST, UTC and Tandem:

- Course for “Specialist in Customer Relationship Management for protected natural areas”
- Course for “Expert in management and promotion of the integrated tourism offer of a territory”





- Training course for Agent of rural development: module on “Methodologies for the realization of an accessible tourism destination”
- Training activity inside the Inail's Superabile project

Additional hours have been identified within the following University Course , related to the subjects of the Three-year Degree Course in Economics and Tourism Services Management and Subjects of the Specialisation Degree Course in Economics of Tourism:

- Organisation of travel & tourism businesses
- Organisation of hospitality & restaurant businesses
- Organisation of cultural and environmental activities
- Tourism marketing II
- Economics and business communications techniques
- Management of the food chain businesses

It will also be possible to include experimental hours in some other university courses, should the right connection with the issues developed by the Project Works be identified.

So far the hours acquired reach a total of about 60.

In order to optimise the results of the experimental phase, all students will undergo a final test where they will deliver a 5 hours lesson each, to refine methods/contents and class behaviour.

Possibilities to recognise training credits

Maria Stella Minuti informs about the first concrete achievement of the Project: the Chairman of the Board of the Degree Course in Economics and Tourism Services Management has decided to include a Laboratory of 14 hours on the topics developed by the Project Works in the three years course.

The formal decision will be taken in the next meeting of the Board in February 2006 and the starting date will be for the next academic year 2006-2007.

Attendance to the Laboratory will result in one formative credit.

This goal has been greatly appreciated by the whole partnership and the possibility to transfer this procedure at national level was examined and introduced in the transferability criteria document.

Maria Stella Minuti agreed to provide a short report on the procedure to acquire credits, to be implemented by all partners with the local system, if existing.

Procedures for Transferability criteria

Elena Cherubini from UTC presented the first draft of the Criteria for both vertical and horizontal transferability.

All items refer to different and very definite actions to be developed at national level, and/or at political level to help the use of the results of the Project.





Suggestions from the Partners:

- a) Identify clearly that the training products are two: the training for trainers course and the Tourism for all course, developed through the realization of the four Project Works
- b) Include the possibility to transfer the whole training pack on Tourism for All as well as only one or more Project works , according to the different local situation and needs

Elena Cherubini agreed to circulate the amended draft to the partners for further contributions.

Dissemination activities

Elena Cherubini reminded all Partners to complete the format for the dissemination activities completed up to now.

For the final meeting it will be necessary to update the format to further dissemination activities performed up to the 6th of June 2006, in order to allow UTC to prepare a report for the final meeting.

Annagrazia Laura points out that dissemination activities costs will be eligible until the end of the project, provided that supporting material (Three copies have to be submitted to the Commission and one should be kept at Tandem) is provided to Tandem within the above described deadlines (see. Final Report) in 4 (four) copies of all materials produced (brochures, printed programmes, posters, etc.).

Peter Neumann would like to use posters for dissemination activities.

The lay-out of the one used for the Assisi Seminar will be mailed to all partners who can then adapt the text to the specific event. Each partner has funds for dissemination that can be used to produce posters /brochures etc.

The master copy in English of the Brochure Text, as well as the lay out will be mailed to every partner for national use.

Since the graphic files are very heavy it will be necessary to send them by post. Please be aware that in house processing will require adequate graphic files.

The Partnership is reminded however to refer to the Use of the Logo Handbook for official graphic image of the Project.

Advanced draft of the CD-ROM

Annalisa Mandoloni from UTC presents the layout of the CD-ROM.

Text to be included will have to be finalised by the end of March 2006 in order to produce the CD Rom for the final meeting.

So the partnership agrees that some documents/reports completed after the deadline will be available only through the web-site.

All Partners request that the CD-ROM is accessible according to the W3C- WAI.

In order to achieve this objective a joint work group will be set up among Tandem/UTC/YAP.

End of the first working session.





Friday 27 January

In the morning a dissemination event took place with the participation of the whole partnership, the students and local stakeholders.

The event was chaired by Ana Pacheco from IPF.

The project has been described with its results and future perspective, the Project works were presented by one representative of the students and the Tutors described their experience.

The activities of the Youth Panel were summarised by the Italian representative.

Interventions by the Spanish experts who represented :

- AETPD Agencia Espanola de Turismo para Personas con Discapacidad
- ADISTOURS – Agencia de Viajes especializada en turismo pada discapacitados
- Fundacion ONCE
- Istituto de Formacion Turistica

The event was launched with a press release and TV interviews were made to the Chairwoman and the Coordinator.

Afternoon session.

The afternoon session was organised in four different bilateral meetings between the transnational tutors and the students.

The meetings had the goal to verify the state of completion of the different Project Works and to finalise the contents.

When the plenary session was resumed each Tutor with their team spoke about the results obtained. In general the Project Works were considered almost completed, with some more refinements to be done before the end of February.

Report from the Youth Panel

The Youth Panel representative Elisa Chiodi made a short summary of the different working session of the Panel, pointing out that:

- a) The possibility to work together with the students offered very positive opportunities to verify to what extent the indications provided and the needs identified by the Panel in the first phases of the projects were taken into consideration in the training course. The development of the Project Works had shown that the issues were correctly understood and that the principles of Tourism for All could reach the initial target of the Project: the trainers on tourism for all. The expectations of the Panel will then fully met when the same trainers will start delivering the training modules. ù
- b) The dissemination activities will be fostered in the next months in order to involve more young people, more stakeholders.
- c) The news letters will continue and a special edition is planned for the final meeting
- d) The experience of all Panel members will be adequately presented at the final meeting.





The minutes of the separate Panel session will be mailed directly to the partnership and the Panel member by the Youth Panel coordinator.

Final Meeting.

The final meeting will be held in Assisi from the 14th to the 18th of June 2006.

The working days for the Steering Committee and the Youth Panel will be Thursday 15 and Saturday 17th, since the Seminar will be held on Friday 16th in order to obtain the best Press coverage and a wide attendance.

The hotel to held the meetings and the seminar has been selected in Assisi and an accessibility inspection has been performed.

Data /measures will be send to all partners to verify the usability by guests with impaired mobility.

Transport with adapted minivan will be provided: partners are invited to select arrival/departure flights in order to optimise the use of the minivan.

The same minivan will be staying in Assisi for the whole duration of the meeting in order to facilitate the movements of the guests with disabilities.

Guests: one guest has already been invited to give a presentation at the Seminar Mr. Hartmut Smikac from NATKO Germany.

All partners are invited to give suggestions to invite a second speaker.

The farewell dinner could possibly be organised on Thursday evening in a social cooperative hostel, fully accessible.

End of the Meeting





EU.FOR.ME Meeting in Málaga: Public Event (27 / 01/2006)

Speakers intervention:

Manuel Jiménez talked about his organization for people with disabilities and how it was created. In 1996 his organization came out with a new idea and they wrote a small guide where people could find the hotels which were accessible for people with disabilities. Some years later the guide became more and more accurate and a large amount of hotels were now included. Finally he talked about how travel agencies and tour-operators answered to the specific needs of the millions of people with disabilities, including elderly people. You can find more information about his organization and the guide of accessible hotels in the following address: www.valinet.org

Antonio Chan began in this specific area of tourism thanks to one of his friends who was attached to a wheelchair. The multiple problems of his friend to perform activities that he considered normal made him realize of the special needs of the people with disabilities and how difficult was for them to perform normal activities, like spending some days in a hotel or catching a plane at the airport. Ten years ago things were much different from nowadays and accessible tourism was not an exception. The tourism for all has been slowly developing during the last years and nowadays the situation for the handicapped people who want to travel has been fairly improved. Under Antonio Chan's point of view we could say that the Costa del Sol has been one of the main precursors in this issue.

Pedro López showed a presentation about how handicapped people have to manage in an urban environment. He talked about the evolution of this situation and about how the architecture determinates the mobility of handicapped people, not only on the open spaces but also in enclosed spaces. He proposed that the label "non-accessible" should be the only one remaining in a near future, meaning that most of the places should be accessible for all, still far from becoming a reality nowadays.

Pedro Luis Montero said that unfortunately at the moment there is not any specialization on accessible tourism available in the Spanish tourism schools, whose efforts are mainly focused on the training of generic travel agents due to the main trends of the market. He stated that nowadays it is quite difficult to comply with the laws because they change too often, in time and space, and that makes difficult to keep the trainees updated in this issue. Pedro offered a solution for this problem, the common sense and also being one step beyond the law, and insisted in the issues of awareness and information. Finally he positioned himself in favour of a new training trend which could include the specialization in tourism for all, once the market demands it. He also supported new initiatives to classify the quality of the tourism for all, like the one including golden, silver and bronze stars depending on the quality of the product offered.





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YOUTH PANEL REPORT

Malaga, 26th 27th January 2006



Participants

Adina Pop	YOUTH ACTION FOR PEACE
Julien Soyer	YOUTH ACTION FOR PEACE
Elisa Chiodi	YOUTH ACTION FOR PEACE
Begona Ramirez	INICIATIVAS PARA LA FORMACION
Chris Rehlinger	INFO-HANDICAP
Francesca Tulli	TANDEM SOCIETÀ COOP. SOCIALE INTEGRATA
Rasmus Isaksson	TURISM FOR ALLA
Sonia Vissani	CENTRO STUDI SUPERIORI PER IL TURISMO

Students of the Assisi's training course for "trainers specialised in the topics of accessible tourism".

INTRODUCTION

Participants introduce themselves.

The youth panel meeting had the following objectives:

- discuss some critical points that came up in previous issues of the newsletter;
- establish a shared method to animate systematically the FORUM from February to June 2006;
- define future objectives in order to implement dissemination strategies;

- identify an instrument in able to represent the youth panel work during the final meeting in Assisi.

In order to reach the planned results and to allow the full integration of all the participants, the group shared the need to discuss on the basis of the agenda attached to this document (“attachment n. 1”).

DISSEMINATION PLAN

Newsletter

In the third partners’ meeting which took place in Luxembourg last June, the youth panel identified the newsletter as the appropriate dissemination instrument to exchange information regarding social, political and economic realities in the various countries concerning disabilities. Since then, three issues of the newsletter have been realised, published on the web site of the project and diffused by every partner at national level.

To improve the dissemination plan it has been underlined to:

- translate the newsletter if the readers cannot understand the English language or if -individually- the panel members consider it useful to facilitate the spreading of the newsletter;
- send the newsletter to stakeholders, for example: focus group participants, personal contacts, organisations involved in the disability field, travel agencies, tourist offices and press, schools and universities, public institutions (health, social affairs, youth and tourism) and private companies etc.;
- present the project during conferences, seminars and public events;
- publish news about the project on other newsletters or writing articles etc.
- link the website <http://www.euforme.net> with our own associations' websites.

Observations

Adina Pop clarified that news should be sent in the shape of an article, and not as links to other portals or websites. It has happened that news were published in the newsletter when the link was no longer active or functional. In general, news should be valid for at least one month.

Sonia Vissani stressed the importance to share with the other youth panel members how many people receive the newsletter through each of the project's partner. In order to reach this purpose the panel members are invited to give an updated "picture" of his/her dissemination activities. Adina and Francesca will prepare a questionnaire on dissemination (more information are available into the "realisation schedule" paragraph).

The publication of the **last issue of the newsletter is foreseen for the 20th April (the pieces of news must reach Francesca Tulli within the 30th of March e-mail address: francesca.tulli@sociale.it).**

FORUM

To animate systematically the forum each youth panel member has stood by a commitment of participating to it once per week. Whereas it is possible the participants will meet every Monday at 4.00 p.m..

The students of the Assisi's training course have been invited to take part to the forum and to register themselves to it.

The following subjects will be discussed:

- daily life difficulties of people with specific needs;
- experiences of people with specific needs during the travel;
- information on disability, on accessible tourism and leisure time
- experiences on training activities regarding tourism for all.

Everyone -who takes part in the Forum- can start a discussion.

Final meeting in Assisi

During the final meeting in Assisi the youth panel members are going to present the results of their contribution to the project.

All the members have been invited to make a short speech during the final public event. The list of candidates must reach Annagrazia Laura as soon as possible.

Material to be used:

- written report,
- power point presentation;
- oral description and intervention.

Realisation schedule:

To reach the objectives above mentioned the following deadlines have been identified:

- Adina and Francesca will send a **questionnaire on dissemination within the 17^h of March**; the questionnaire will be very concise and brief and it will identify all the actions taken by each partner organisation and/or youth panel member to disseminate the results of the project.
- The **participants will answer** to the questionnaire and send it back to Francesca Tulli **within the 31st of March**.
- Adina and Francesca will prepare a **document about** the youth panel contribution to the project (activities, results, dissemination plan etc.). The document will be sent to the youth panel members **within the 24th of April**. It will be approved within 7 days, at the latest.

The document will be disseminated during the public event of Assisi and published on the web site of the project.

- Starting from the written report, *Sonia Vissani*, with the help of *Rasmus Isaksson*, will prepare a **power point presentation**.

The presentation must reach Francesca Tulli **within the 12th of May**. Francesca and Adina will look through the presentation before sharing it with all the other members. The final approval by the youth panel members is foreseen for the 22nd of May.

The youth panel members will have the opportunity to use it during the public event of Assisi, as outline for their speeches. Adina and Francesca will coordinate the use of the presentation to avoid overlapping of contents between speakers.

Before the public event of Assisi the Youth Panel members will meet in order to define the details of the presentation.

Evaluation

All the participants felt well during the meeting and they all think that there was a good level of energy between all of them.

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Workshop 1

- Welcome of the participants.
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- Brief presentation of the youth panel work to the participants of the training course.
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Workshop 2

- Discussing about the project works and their testing by participants to the training course.
- Defining future objectives in order to implement dissemination strategies.
- Identify an instrument able to summarize and represent the youth panel work during the final meeting in Assisi.
- Scheduling the activities.
- Evaluation.
- Plenary report.