



# RESTAT

Recognition of Skills to Transform  
Accessible Tourism

Co-funded by the  
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## Newsletter 02

### Online Endorsing Tool for Skills in Accessible Tourism obtained on the job

A crucial part in the implementation of our project is developing a tool that is meant to assess the specific **Accessible Tourism** skills that tourist professionals have already acquired. This tool will take the shape of an online, always available battery of tests that will give tourist professionals an insight over their own knowledge of **Accessible Tourism** and help them realize how they can improve their skills, services and amenities to better cater to their guests.

### A set of 8 most needed specific skills

For the **Skills Endorsing Tool** to work, we concluded that we need to agree upon 8 most-needed specific **Accessible Tourism** skills that tourism professionals must possess. We have defined these 8 skills during our 2<sup>nd</sup> transnational meeting and the days after as follows: 1. Develop strategies for accessibility, 2. Knowledge of Disability types, 3. Identify needs and technological response, 4. Provide customized services, 5. Communication with customers, 6. Attitudes and value, 7. Assist clients with special needs and 8. Identify customer needs.

### Skill Endorsing Tool Structure

The 8 most needed skills are used as the structure of our **Skills Endorsing Tool**, each of them representing a distinct sector of the testing platform. Together with the need to make the tool work in the six languages of the project, this established the structure of our online **Endorsing Tool for Skills in Accessible Tourism**.



Coordinator





## Question Banks and Workflow

After our second transnational meeting, we have continuously collaborated online. Each partner has taken on the responsibility of developing testing materials for one or two specific skills. For each specific skill we have developed questions with three difficulty ratings which would allow us to better assess the level of knowledge of each user. For each difficulty rating we have developed 5 questions. A user will only answer to three of the five during a single test, allowing us to rotate the questions and make almost each testing session unique.

So, in total, 120 questions have been developed and translated into the six languages of the project. We have developed a grading system that allows the platform to automatically assess the skill of the test taker in each of the 8 specific skills and give them a percentage mark so that they can be proud of the skills they already possess, but also be aware of the areas they can improve upon.

Upon each test completion, the test taker is assigned an automatically generated certificate they can receive by email or download from their account on our platform.

## Skills Endorsing Tool User Feedback

After developing the first iteration of our online assessment tool in all 6 languages, each partner has sent it to 15 tourism professionals in their country, for assessment purposes. After they have used our **Endorsing Tool for Skills in AT**, the 15 tourism professionals from each country have been asked to complete a questionnaire, carefully designed by ECTE, our Greek project partners, to allow us to get consistent feedback about the areas of the **Skills Endorsing Tool** that we can improve upon.



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3. We will try to include more real-life examples in our questions.
4. We will try to include more video and photo examples into our questions

The tourism professionals' positive overall feedback gave us the insights that our testing platform helps them assess their **Accessible Tourism** skills and opportunities for improvement on the subject. It also represents all the incentive we need to try to continuously improve upon our testing materials.

## I02 Next steps

The degree of complexity of the **Endorsing Tool** is quite high if you take into consideration the total of 720 questions that it is comprised of (120 questions each translated in 6 languages). So, of course, there are opportunities for improvement that have been spotted by the project partners during our own testing or by the tourism professionals that we have asked for their opinions. We will list most notable improvements that we will try to fulfill in the near future.

1. Our test users have expressed their desire to understand the grading system better.
2. We will try to provide better feedback to users' answers, so that they can understand what the correct answer to the question is and why.

## 3rd TRANSNATIONAL MEETING AND OUTPUT 3



The global and European landscape have been affected by the emergence of the new Coronavirus outbreak and this has taken a toll on us as well. We were supposed to have a meeting in Greece in April 2020 that should have helped us complete our third output, that has been delayed. However, we are looking optimistically to the future, we continue to collaborate online, and we are hopeful that we will be able to meet each other soon and develop more material that helps improve the **Accessible Tourism**



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