

RECOGNITION IN TOURISM – A sistem standard in the tourism sector for transparency of qualification and learning, for a better development, validation, recognition and certification of learning outcome

LLP – LDV/TOI/2007/IT/308

<http://www.adam-europe.eu/adam/project/view.htm?prj=4464>

## Information sur le projet

Titre: RECOGNITION IN TOURISM – A sistem standard in the tourism sector for transparency of qualification and learning, for a better development, validation, recognition and certification of learning outcome

Code Projet: LLP – LDV/TOI/2007/IT/308

Année: 2007

Type de Projet: Projets de transfert d'innovation

Statut: En cours

Pays: IT-Italie

Accroche marketing: Il progetto si fonda sui seguenti step: la condivisione del modello competence based. La sperimentazione di questo sistema di standard ad uno specifico settore di attività economica, il turismo.

Résumé: The Project Recognition in Tourism is oriented to admit:

The development and sharing, between transnational Partners, of a model for the production of standards (professional standards, competence standards for certification, procedure standards for validation, certification and recognition of credits for the learning outcomes). The model is equipped with methodologies, formats, manuals and software for production, implementation and management of the outputs.

The application and therefore the testing of this standard system on a specific economic sector (i.e. tourism in a regional Italian territory).

Description: Transfer's Type

The model used in the items' transfer comes from a Leonardo da Vinci project's – Certiskills – afterwards applied in the sector of tourism in the Campania Region.

The model and related contents aimed at making transparent and at recognising the "learning outcomes" required for the exercise of professions in tourism.

The model is not only translated, but adapted to "the systems" in the territories of the Region of Puglia, Slovakia and Romania, to be implemented to have an opportunity to be recognized the knowledge acquired in formal and informal recognition and contribute to skills for greater mobility between these territories.

Target Group

The TOI project intends to address the local governance system and its key players involved in the various activities. It specifically addresses:

- The social partners and their need to:

1) ensure that the competencies taken care of by the education system, expressed in terms of learning outcomes, are actually required by the labour market,

2) ease the matching between supply and demand,

3) support the mobility of people through the recognition process for the life-wide acquired competencies

4) support the processes of internalization of businesses;

- Public institutions and their need to:

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- 1) secure a policy of integration between systems,
- 2) establish systems of standards, that support transparency and recognition of learning outcomes, consistent with the European guidelines;
- 3) avoid excessive proliferation of standards,
- 4) support the mobility of people people through the recognition process for the life-wide acquired competencies
- 5) ensure a professional training offer consistend with the identified needs;

- Operators of the VET and their need to have instruments (standard), certification and training design tools consistent with the sustainable formal training pathways;

- Technical Staff with respect to their function within the territories and their need to formalize the standards and to share the criteria for the formalization of the content, format and syntax rules of the standards system that enables the production of clear, comprehensive and competence based standards.

Thèmes: \*\*\* Validation, transparence, certification  
\* Formation tout au long de la vie

Sectors: \*\*\* Hébergement et Restauration

Types de Produit:

Information sur le produit: R1. Census in each area of correlated products to object transferred

Description: to cluster information on the production of professional and training standards related to professions, qualifications from the tourism sector within each of the territories that function as recipients of the innovation transfer (Italian Regions and European Countries). The products that are the object of the survey concern: the professions demanded by the local labour market, the Vocational Profiles/ Qualifications issued by the educational and vocational education and training systems, the training standards, the quantitative expression, the evaluation methods, types and procedures for the certification and the recognition of learning outcomes. There is also an indication of the possible institutional Round Tables appointed for the production of National Qualifications Systems.

R2. Feasibility project of each area

Description: Starting from the analysis that was carried out in the phase concerning the building of the partnership (pre-feasibility), the study specified the prior needs of the various target groups pertaining to different areas and provides information on the “significance” of each part of the model in terms of being able to cater to the needs of the recipients.

The project supplied information on a first technical and methodological “feasibility” check and allowed:

having a clear “picture” of the institution, functional and motivational characteristics of the organizations interested in receiving the transfer;

finding focus points on which to base the activities concerning the technical and methodological adjustments and the parts of the product/transfer contents that

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might receive integrations (inclusions);

evaluating the size of the added value of the transfer and use of the product/contents perceived by organizations and operators from an adjustment and enlargement point of view;

finally, having a comprehensive framework of technical evaluation elements, opportunities and feasibility of a governance and government to support the choices to be made in order to encourage the transfer.

### R3. A project for the territorial adjustment

Description: starting from the data emerged from the survey and from the feasibility study, it offers the technical and methodological solutions for adjusting the products in order to fit the territory (integrations, simplifications, extensions, reductions, etc). It also supplies the organizational solutions for putting governance actions into practice and identifies the type of organisations to be included in the adaptation phase.

### R.4 Tool's adaptation project

Description: Starting from the CertiSkills Tools and the needs of each territory, the useful and operational components of the Tools for the methodological choices applied to the territory were identified. In fact, the model has two distinctive characteristics: the first one is related to its technical wholeness and the second concerns the modular structure that allows both a partial and a complete installation depending on various operational rationales and needs.

### R5. Customised Tools

Description: for each territory interested in the transfer it will be possible to access a personal tools system consistent with the methodological choices, shared within the above mentioned project (the commands and databases that are already available in English language will be transferred as such).

### R6. Methodological and governance workbooks

Description: the methodological model made up of competence based standards foresees the presence of instructions that enable the use, the modification of the contents and the comprehension of the base principles. Based on the methodological choices made, the tutorials are adjusted consequently to suit the target groups of each territory and will be translated in the language of the recipient territories in order to allow each of them to adapt the contents of the standards in such a way as to suit the particularities of the sector/territory by respecting the methodological rules of the system.

### R.7 Adapted contents

Description: the methodological model made up of competence based standards foresees the presence of instructions that enable the use, the modification of the contents and the comprehension of the base principles. Based on the needs analysis made by the receiving partners, in this phase there is the customization of the components of the model, both about the objects (ex. professionals standards, training standards end/or procedural standards related to validation, valuation and certification of competences) and about methodology.

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It is therefore a multi-dimensional customization.

### R.8 Report about experimentation

Description: the R8 result aims at customising the contents (by inserting integrations, by extending, reducing or validating them) based on the needs present within the territory and through workshops having the identified targets. In particular, for each territory 4 workshops need to be organized: 1 workshop for the adjustment of the professional standards where mainly the representatives of the social partners should be present, 1 workshop for the adjustment of the competences standards used for the professional certifications that will be primarily composed of the representatives of the Social Partners and of the Training Organizations; 1 workshop for the adjustment of the training standards that will be mainly composed of Training Organizations; 1 workshop for the adjustment of the procedural standards regarding the validation, evaluation and the certification of competences that will be mainly composed of the officers of the Public Administrations within the concerned territories.

### R9. The Implementation Model

Description: the result shows the operative solutions (who the territorial representatives for the model's management and maintenance are, who the users are, which ways to choose for the adjustment of the model's use, which technological support is necessary, what work process should be used for its enlargement, etc)

### R10. Project for the use of the model

Description: the result shows the possible use of the model and of its components. It also presents the services in which the model might be used (informatics, orientation, employment services, etc). Moreover, it presents some customized solutions for the implementation and the full use of the model.

Such a model is widespread to various categories of potential end users through specific activities carried out in the target territories or in other countries.

Page Web du projet: [www.recognitionintourism.eu](http://www.recognitionintourism.eu)

## **Contractant du projet**

Nom: MEMORY CONSULT S.R.L.  
Ville: Potenza  
Pays/Région: Basilicata  
Pays: IT-Italie  
Type d'organisation: Entreprise de petite et de moyenne taille (jusqu'à 250 employés)  
Site Internet: <http://www.memorynetwork.it>

## **Personne de contact**

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## Coordinateur

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Site internet:

## Partenaire

### Partner 1

Nom: Regione Campania  
Ville: Napoli  
Pays/Région:  
Pays:  
Type d'organisation: National Agency  
Site Internet:

### Partner 2

Nom: THR  
Ville: Bucarest  
Pays/Région:  
Pays:  
Type d'organisation: National Agency  
Site Internet:

### Partner 3

Nom: PIEMMEI  
Ville: Napoli  
Pays/Région:  
Pays:  
Type d'organisation: National Agency  
Site Internet:

### Partner 4

Nom: ITER  
Ville: Perugia  
Pays/Région:  
Pays:  
Type d'organisation: Entreprise de petite et de moyenne taille (jusqu'à 250 employés)  
Site Internet:

## Partenaire

### Partner 5

Nom: Italia Forma s.r.l.  
Ville: Piacenza  
Pays/Région: Emilia-Romagna  
Pays: IT-Italie  
Type d'organisation: Entreprise de petite et de moyenne taille (jusqu'à 250 employés)  
Site Internet: <http://www.italiaforma.it>

### Partner 6

Nom: Euroformes  
Ville: Bratislava  
Pays/Région:  
Pays:  
Type d'organisation: Entreprise de petite et de moyenne taille (jusqu'à 250 employés)  
Site Internet:

### Partner 7

Nom: OBR Campania  
Ville: Napoli  
Pays/Région: Campania  
Pays: IT-Italie  
Type d'organisation: Autres  
Site Internet: <http://www.obrcampania.it>

### Partner 8

Nom: Regione Puglia  
Ville: Bari  
Pays/Région:  
Pays:  
Type d'organisation: National Agency  
Site Internet:

## Produits

- 1 R1. Census in each area of correlated products to object transferred
- 2 R2. Feasibility project of each area
- 3 R3. A project for the territorial adjustment
- 4 R.4 Tool's adaptation project
- 5 R.7 Adapted contents

## **Produit 'R1. Census in each area of correlated products to object transferred'**

Titre: R1. Census in each area of correlated products to object transferred

Type de Produit: Autres

Texte marketing:

Description:

Cible:

Résultat:

Domaine d'application:

Adresse du site Internet: [www.recognitionintourism.eu](http://www.recognitionintourism.eu)

Langues de produit: italien

## Produit 'R2. Feasibility project of each area'

Titre: R2. Feasibility project of each area

Type de Produit:

Texte marketing:

Description:

Cible:

Résultat:

Domaine d'application:

Adresse du site Internet: [www.recognitionintourism.eu](http://www.recognitionintourism.eu)

Langues de produit:

## Produit 'R3. A project for the territorial adjustment'

Titre: R3. A project for the territorial adjustment

Type de Produit:

Texte marketing:

Description:

Cible:

Résultat:

Domaine d'application:

Adresse du site Internet: [www.recognitionintourim.eu](http://www.recognitionintourim.eu)

Langues de produit:

## Produit 'R.4 Tool's adaptation project'

Titre: R.4 Tool's adaptation project

Type de Produit:

Texte marketing:

Description:

Cible:

Résultat:

Domaine d'application:

Adresse du site Internet: [www.recognitionintourism.eu](http://www.recognitionintourism.eu)

Langues de produit:

## Produit 'R.7 Adapted contents'

Titre: R.7 Adapted contents

Type de Produit:

Texte marketing:

Description:

Cible:

Résultat:

Domaine d'application:

Adresse du site Internet: [www.recognitionintourism.eu](http://www.recognitionintourism.eu)

Langues de produit: