



**Project Title: T-GUIDE : Tourist Guides for Intellectually Disabled**

Final Report

Public Part

### Project information

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Beneficiary organisation:	Spółeczna Akademia Nauk
Project coordinator:	Lorenzo Scirocco
Project coordinator organisation:	ASIS – Consorzio Cooperative Sociali
Project coordinator telephone number:	+39 081 29 24 81
Project coordinator email address:	<a href="mailto:lorenzo.scirocco79@gmail.com">lorenzo.scirocco79@gmail.com</a>

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## Executive Summary

The T-GulDE project replies to 2 needs addressing Europe today:

- To increase new market/job opportunities;
- To increase social inclusion.

The EU is fighting the increasing unemployment and the related strain on social inclusion as consequence of global crisis, whose tourism is one of the “at risk” sectors. Tour operators/actors are asking for new policies for tourism implementation. On the other hand there is a big problem of lack of inclusion of disadvantaged people, notably, persons with intellectual disabilities into tourist services provision.

The main aim of T-GulDE is to initiate a EU-wide discussion on tourist guiding for people with intellectual disabilities and to build a common guide for training tourist guides, in terms of common principles, methodologies and recommendations to work on social inclusion, skills implementation and new job opportunities.

The consortium of the project is consist of 9 institutions from 8 countries ( IT, AT, BE, PL, ES, UK, LV, FR). Social cooperatives, universities, associations & foundations, VET experts and EU Networks- have been involved in the consortium to offer a realistic interpretation of the European state of art about the issue of tourist guiding and intellectual disabilities.

The project is addressed directly to tourist guides; social tourism associations, accessible tourism operators, VET agencies, but our final indirect beneficiaries will be intellectually disabled people.

Main T-GulDE products are:

- 1) **“Job Description: Tourist Guide”**(in EN language): presents the job profile of a Tourist Guide, who has the necessary skills, knowledge and competences to guide people with Intellectual disabilities or learning difficulties. It is based on the EN 13809:2003 Standard, laid down for professional tourist guides in Europe, supplemented with research findings conducted in the T-GulDE project.
- 2) **Introductory T-GulDE e-learning course** (in EN language): ([www.accesstraining.eu](http://www.accesstraining.eu))- is addressed for tourist guides, who wish to learn more about how to guide individuals or groups of visitors with intellectual disabilities and/or learning difficulties.
- 3) **T-GulDE Competence Manual** (in the following languages: IT, AT, BE, PL, ES, UK, LV, FR). presents a systematic overview of the competences that tourist guides must acquire and demonstrate in order to be assessed for recognition of their supplementary knowledge, skills and competences. It also indicates the points that Vocational Training Assessors should observe when assessing candidates who seek a National Vocational Qualification (NVQ) in this area.
- 4) **T-Guide Training Manual** (in the following languages: IT, AT, BE, PL, ES, UK, LV, FR): provides practical guidelines on how to prepare for and how to deliver guided tours for clients with intellectual disabilities and/or learning difficulties. It contains guidelines for the necessary methodology, training methods and modules.
- 5) **Video material for Tourist Itinerary London** (in EN language): ([www.t-guide.eu/?i=t-guide.en.t-guide-publications.1791](http://www.t-guide.eu/?i=t-guide.en.t-guide-publications.1791))
- 6) **Project website:** [www.t-guide.eu](http://www.t-guide.eu)- available in all partners languages

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### 1. Project Objectives

The main aim of this project is to initiate a EU-wide discussion about the issue among different specialists, sector actors and stakeholders and to build a common guide for training Tourist guides, in terms of common principles, methodologies and recommendations.

In fact, following extensive research of Occupational Standards for Tourism Sector in Europe, Canada, Australia etc. it was found that these exist and comparisons can be made and related to the European Quality Framework, but very little input is apparent for the specific needs of the intellectually challenged other than normal Health & Safety issues, which would pertain and be the responsibility of the Tourist Guide. In the tourism training sector, an internationally recognised curriculum for *tourist guiding of persons with learning difficulties* has not yet been developed.

This work will contribute to the Lisbon objectives of increasing labour market skills and, at the same time, furthering the social and economic integration of marginalised and excluded groups of disabled persons in leisure and tourism activities .

Resuming, it can be said that the overall objective of T-GulDE is to deliver a specialist training programme and resource materials for tourist guides who will be able to offer guiding to visitors with intellectual disabilities, thus encouraging the integration of these tourists in a wide variety of cultural and tourist activities in Europe.

More in depth, specific objectives of T-GulDE are to set-up, test and refine a training programme (and tourist itinerary) for Tourist Guides for guiding intellectually disabled visitors in Europe, incorporating experiences from best practice examples in a range of tourist destinations.

Tourist guides are the specific community of users, which are targeted within the project. They have been constantly involved in all project phases: since desk research about state of art in partners countries, at the expert round table in Poland concerning competences and skills resume until the 3 testing phases, tourist guides participated as main characters. The presence of the European Federation of Tourist Guides guaranteed their high quality involvement.

The T-GulDE project replied to a clear need of tourist guides to face new competences and then new markets. People with intellectual disabilities are a client target, which travels less than it would wish to. To give tourist guides in Europe such competences – able to answer specific needs of people with intellectual disabilities – is a key action to combine a new job profile (the tourist guide for people with intellectual disabilities) with a social inclusion approach of people with disabilities consistent with the wider EU cohesion policy.

Tourist guides are the first specific community of users involved into the T-GulDE project. Federation of European Guides – FEG, played a pillar role in defining and elaborating the final T-GulDE models, participating at the 3 testing phases in Granada, Riga and London. About 30 tourist guides participated at T-GulDE events (training, conferences, meeting) and about 60.000 guides have been included into project communications.

Out of tourist guide, people with intellectual disabilities are the other specific community of users involved into the T-GulDE project. Firstly, people with intellectual disabilities had been represented by some organizations within the Consortium.

5 of them had been even participating at the final testing phase of the T-GulDE model in London (UK) in January 2015 where they visited the wonderful British Museum.

Tourist guides – mainly represented by FEG – felt enthusiastic in respect of the final T-GulDE Manuals as presented at the Final Conference in Brussels in late march 2015. The decision of FEG to have the first training of trainers in October 2015 concerning “guiding for people with intellectual disabilities” shows that high interest. For the first time in Europe intellectual disabilities become matter of training for tourist guides. Participation in the course will increase their professional competences and skills.

On the other hand, the impact on people with intellectual disabilities is not easy to evaluate still, being too early. However, considering the 3 testing phases success and the reply from NGOs dealing with intellectual disabilities in terms of appreciation, we can remark that the potential impact will consist into their higher emancipation and autonomy, better fruition and accessibility of tourist attraction, public opinion awareness about the issue, orientation of public policies towards recognition of right to travel for everybody.

## 2. Project Approach

### Methodologies used:

The methodology of the T-GulDE project has been consistent with the main aim, which was to study the context and include targets, beneficiaries and stakeholders as much as possible into project processes. After a desk research phase, which allowed to get an overall scenario of policies and good practices concerning tourist services for people with special needs (like people with intellectual disabilities) a round table of experts from 8 EU countries met to discuss the basis of competences and skills to be owned by “potential” tourist guides for people with intellectual disabilities.

After the analysis of results from it the draft model of T-GulDE manuals had been commented and feedback by tourist guides in 3 testing phases events (Granada, Riga, London). Following that, final manuals have been validated and presented at the final conference in Brussels. Communication, dissemination and exploitation activities were crosscutting activities.

### Surveys:

One of the tools used to get feedback about first draft proposal of T-GulDE model was the online survey. Almost 300 stakeholders among tourist guides, tour operators, social operators/actors participated at the T-GulDE European online survey. This survey – available on the project website [www.t-guide.eu](http://www.t-guide.eu) – asked them to evaluate and/or freely comment the first draft of skills and competences form for T-GulDEs which resulted from the Expert Round Table held in Poland in October 2013. Interesting results had been achieved, collected and processed.

### Analysis and Research:

A desk research in 8 EU countries took place in the first project year. The research resumed the state of art of policies and practices in 8 EU countries representing the starting point for T-GulDE skills and competences set up.

### Testing phases:

The T-GulDE project scheduled 2 testing phases and 1 trial of the T-GulDE Model. Testing phase I and II were the chance for tourist guides from 6 EU countries to go in depth into the T-GulDE draft Model, to evaluate, comment, compare it. Testing II (held in Latvia) was the occasion where the T-GulDE model was for the first time applied in reality: a tourist itinerary was decided, testers were tourist guides their-selves guided by Federation of European Guides delegate and assessed by VET expert partner (Minster- UK).

At the trial itinerary (held in UK) 5 people with intellectual disabilities were guided at the British Museum by a team of 3 tourist guides. The itinerary had been deeply studied and previously tested by tourist guides together with 2 T-GulDE partners, according to the T-GulDE Model.

The added value is given by the various partnership. The idea of such a different range of partners – from social cooperatives to NGOs, from Universities to VET actors, from Foundations to Federations, allowed the T-GulDE project to achieve a unique results. For the first time these actors have been discussing in depth and for long time about tourist market and social cohesion, about intellectual disabilities and special needs.

The high interest coming from some public bodies from involved countries (Austria, Spain, UK) about developing and adapting the T-GulDE models proofed this project impacted the way of policy-making into the field.

Evaluation strategy included on one hand the “traditional” internal monitoring activities like internal meeting evaluations, minute taking from online and face-to-face meetings as well as the real external evaluation from an expert in the field. On the other hand even project results have been strongly embedded into a tight evaluation process. The expert round table, the online survey, the three testing phases (Granada, Riga and London), the validation, the exploitation/sustainability plan and report give T-GulDE Manuals to be carefully and repetitively evaluated and perfected.

The approach was, then, holistic because it included many field for evaluating the project, this providing a great view of all project's aspects.

Results from evaluations delivered a varied framework made of weaknesses (small delays in delivering outcomes at the beginning, problems with partners staff changes and withdrawals) and of big potentials and results (extra deliverables produced, high involvement and motivation of partners, high – qualitative and quantitative - participation of beneficiaries, acknowledge of high quality of product by public opinion, stakeholders, beneficiaries)

The T-GulDE dissemination plan was set up on the horizontal and vertical level. The horizontal level includes activities within the project partnership and it is supported by a communication plan set-up in the very beginning of the project. On the other hand, the vertical level focuses on external dissemination activities (dissemination plan): involving stakeholders and attracting the target group and beneficiaries.

The vertical level of the overall dissemination plan was divided in 4 work phases:

- 1) “preparing the soil” – raising awareness of the topic, planned activities and outcomes: kick-off press releases, press conferences, project summary, data base;
- 2) “involving stakeholders” - project website, leaflets, newsletters and events. The aim: to establish contacts with stakeholders and raise their interest in the project;
- 3) “direct marketing” – personal meetings to deepen contacts with and the involvement of stakeholders and target group. This phase aims at recruiting participants for the T-GulDE Model testing and the final conference.
- 4) “establishing a network for dissemination and exploitation” – final conference promotion, final products (the T-GulDE Courseware, leaflets, the Booklet), “sustainability”.

ENAT (BE) was responsible for dissemination in the project.

The main dissemination tools implemented in the project:

- Project website (<http://www.t-guide.eu/?i=t-guide.en>)
- Press releases
- 1-6 project newsletters
- T-Guide postcard
- General booklet about T-Guide project
- T-GulDE Booklet for Intellectually Disabled

The enormous contact data base by the Federation of European Guides helped dissemination to reach high amount of beneficiaries (estimation can say around 60.000 people, according to FEG and individual partners' contacts list).

Very important dissemination event was T-Guide Final Conference in Brussels ( 31.03.2015) - <http://www.t-guide.eu/?i=t-guide.en.events.1673>

Partners would like to continue spreading information about T-Guide products and their implementation also after end of the project. Each partner identified the main characteristics and ways to position the T-GulDE products, which will, in our vision, lead to a successful exploitation or give a competitive advantage.

The exploitation activities that will be implemented are aiming to:

- attract more trainers to use the T-GulDE manual and methodology;
- convince individual tourist guides to participate to training programmes;
- promote and raise awareness about the project contents, developments and results;
- successfully transfer the results to appropriate decision-makers and so to achieve sustainable support;

Exploitation was exclusively taken in charge by IFI – Spain.

The final report about Exploitation includes a specific part dedicated to sustainability, too. Selling perspectives and possible markets and developments have been remarked. Partnership will offer T-GulDE Products, such as e-learning and manuals, free of charge for the tourist guide trainees. Delivering the T-GulDE course will be charged per participant, if the CPD program is not funded by any state or private institution

These processes contributed to make the final T-GulDE model visible and adaptable in different contexts. The high enthusiasm about the T-GulDE products registered before local public institution, before the EU (as its the participation at final meeting in Bruxelles), before tourist guides and organizations dealing with intellectual disabilities showed sustainability perspectives. The commitment from FEG to have the first training (of trainers) for tourist guides for peoples with intellectual disabilities in October 2015 pay the way to formal and official recognition of this new job profile, a basis for lobbying to the European Union, a tool to be used with municipalities, regions and nations.

### 3. Project Outcomes & Results

The T-GulDE Project foresees 26 deliverables produced within 7 work-packages, addressing the project implementation, but also management, quality planning/evaluation as well as the project results exploitation.

#### CONTENT RELATED PRODUCTS

1) “**Job Description: Tourist Guide**”(in EN language): presents the job profile of a Tourist Guide, who has the necessary skills, knowledge and competences to guide people with Intellectual disabilities or learning difficulties. It is based on the EN 13809:2003 Standard, laid down for professional tourist guides in Europe, supplemented with research findings conducted in the T-GulDE project.

2) **Introductory T-GulDE e-learning course** (in EN language): ([www.accesstraining.eu](http://www.accesstraining.eu))- e-learning courseware – with testing and quizzing – which going together with manual and helping those tourist guides, who wants to specialize into accessible tourism and have an overall vision of issues, themes and competences needed, as well as concrete tools and suggestions to get closer to this new “job profile”.

3) **T-GulDE Competence Manual** (in the following languages: IT, AT, BE, PL, ES, UK, LV, FR). presents a systematic overview of the competences that tourist guides must acquire and demonstrate in order to be assessed for recognition of their supplementary knowledge, skills and competences. It also indicates the points that Vocational Training Assessors should observe when assessing candidates who seek a National Vocational Qualification (NVQ) in this area. This deliverable has been the results of very long process of involvement – starting from experts in Lodz meeting (October 2013) going 'till tourist guides at testing phase I, II and III, passing through feedbacks from NGOs dealing with intellectual impairments, towards the final big round table at the final conference in Bruxelles (March 2015).

4) **T-Guide Training Manual** (in the following languages: IT, AT, BE, PL, ES, UK, LV, FR): provides practical guidelines on how to prepare for and how to deliver guided tours for clients with intellectual disabilities and/or learning difficulties. It contains guidelines for the necessary methodology, training methods and modules.

5) **Video material for Tourist Itinerary London** (in EN language): ([www.t-guide.eu/?i=t-guide.en.t-guide-publications.1791](http://www.t-guide.eu/?i=t-guide.en.t-guide-publications.1791))

6) **Project website:** [www.t-guide.eu](http://www.t-guide.eu) available in all partners languages. The website includes news, public resources, pictures section, videos section, advertisement section, info about partners, useful links and main project info. It is accessible for people with physical and intellectual disabilities, in coherence with main project ethics.

### ANALISES PRODUCTS

- 1) Desk Research and In-Depth-Interviews/Focus Groups Report** (in EN language): It is a form of state of art how look the situation of tourist guides in context of working with people with intellectual disabilities and/or learning difficulties in partners countries: IT, AT, BE, PL, ES, LV, UK and FR. It was also one of the pillar information for the structure and content of the T-Guide Manual
- 2) Online Survey to T-GulDE stakeholders (in EN Language)** : In order to get quick and Europe-wide feedbacks about the above T-GulDE Skills/Competencies Description from experts in social tourism, tourist guiding, intellectual disabilities, the Consortium prepared 3 easy-accessible online surveys available at <http://www.t-guide.eu/?i=t-guide.en.surveys> . These surveys asked for collecting desires, opinions, comments, job skills around the possibility to have a new job profile as Tourist Guide for people with intellectual disabilities.

### RESULT OF PILOT PHASE

The trial tourist itinerary in London. On January 2015 5 people with intellectual disabilities visited the British Museum, guided by 3 selected tourist guides from UK and Latvia. This was the first studied and elaborated experience of a dedicated tourist itinerary for people with intellectual disabilities in Europe. The itinerary was prepared in all details, from exposition room selection to facilities localization, from care of tactile experiences to main accessibility issues. The trial itinerary results have been then considered into the last T-GulDE model version.

### DISSEMINATION PRODUCTS

- 1) Press Release about the project** (in the following languages: IT, AT, PL, ES, UK, LV, FR)
- 2) Project postcard** (in the following languages: IT, AT, PL, ES, UK, LV, FR)
- 3) 1-6 Newsletters** (in the following languages: IT, AT, PL, ES, UK, LV, FR)
- 4) General Booklet about the project** (in the following languages: IT, AT, PL, ES, UK, LV, FR)
- 5) The Booklet For People With Intellectual Disabilities** (in the following languages: IT, AT, BE, PL, ES, UK, LV, FR): it is a easy-to-read booklet with few and simple information addressing people with intellectual disabilities who want to enjoy a real tourist experience in Europe.

The project ended with The Final Conference in Brussels on 30<sup>th</sup> March 2015. This gave the chance to introduce the project to stakeholders and to share with them main results. Interventions from the Flanders Government, from the Denmark parents Association for people with intellectual disabilities, as well as from the European Commission (Tourism and Industry DG) allowed the conference day to achieve high quality in terms of contents and public discussion. Conference Presentations are still available on the website and could be downloaded- <http://www.t-guide.eu/?i=t-guide.en.events.1673>

All dissemination materials is available at the project website.

### 4. Partnerships

One of the characteristics of the T-GulDE project is the big variety of partners geographic origins and partners main field of intervention. As you can see below the T-GulDE project involve mediterranean (Italy, Spain, France), middle-Europe (Austria), Anglo-saxon (Belgium, UK), Baltic (Latvia), East-Europe (Poland) countries.

Universities, social cooperatives, associations, foundations, federations, VET experts have been involved in the Consortium to offer a realistic interpretation of the European state of art about the issue of tourist guiding and intellectual disabilities.

To work with that quantity and quality of partners was not easy at all. Many cultural differences raised up during the 2,5 years project life. Difficulties in finding a common glossary related to tourism as well as to VET assessment and accreditation in Europe came up frequently. However the motivation to open torusi guiding market to people with intellectual disabilities – even fo their social inclusion - was clear and high within the entire partnership and helped to overcome any cultural misunderstanding.

The T-GulDE Consortium includes 9 partners from 8 EU countries.

1. Consorzio ASIS – Italy, [www.consorzioasis.eu](http://www.consorzioasis.eu) has a high experience in project managing and coordination, at national and EU level. T-GulDE project idea is also the result of constant and fruitful interaction with social cooperatives active on social tourism within the Network. Two social cooperatives from the ASIS network decided to better know about the T-GulDE project and to invest into social tourism with special attention to people with intellectual disabilities.

2. Lebenshilfe GUV – Austria, <http://www.lebenshilfe-guv.at/> has more than 50 experiences in assisting persons with intellectual disabilities and their families. This partner provided fundamental knowledge about the needs of persons with intellectual disabilities, augmentative and alternative communication. They have more than 10 years experiences in the coordination and quality management of EU projects. This partner got a demonstration of interest by the municipality of Graz in order to disseminate and use the final T-GulDE model.

3. ENAT, The European Network for Accessible Tourism – Belgium, <http://www.accessibletourism.org/> is the only EU-level association which brings together actors and stakeholders in the accessible tourism field. Through its ongoing training and dissemination activities, ENAT is best placed to distribute and publicise the results of the T-Guide project both to the mainstream tourism sector and to those actors and destinations for visitors with intellectual disabilities. Thanks to the T-GulDE project and related results ENAT implemented its range and power of intervention at the Eurpean level. Hosting the final conference gave ENAT chance to disseminate actions and recruiting procedures.

4. Spółeczna Akademia Nauk (SAN) – Poland, <http://www.san.edu.pl/> has academic background in tourism and social work with disabled people and high long experience in project management. SAN is experienced partner in creation vocational courses for disadvantaged groups, including disabled. SAN as university has long-term experiences in providing and coordination of the different kind of researchers and surveys.

5. Fundación Legado Andalusi– Spain, <http://www.legadoandalusi.es/> has hands on experience on both tourism guiding and training tourism guides. Its staff deals daily with groups of visitors to the Science Pavilion and organizes travels with groups of children following routes among different cities in Andalusia. This Foundation exploited T-GulDE results on a local and regional basis, presenting project results at the annual Fair of Tourism in Madrid but also cooperating with associations dealing with people with intellectual disabilities – involved into the Granada testing phase I.

6. Sustento – Latvia, <http://www.sustento.lv> is the Umbrella Organization for disability in Latvia, involving about 30 local/national organizations. They are member of the ENAT Network, too. Sustento was partly involved into organization for the Latvian European Presidency. This gave them the chance to lobby at local and national level for recognition and awareness of tourism for people with intellectual disabilities, thus, widening their range of intervention originally limited within physical disabilities.

7. Minster – UK, <http://www.minsterdevelopmentcentre.co.uk/> thrives on producing new & innovative methods of people development (continuing professional development). It will share its experience and this competence within the T-GulDE project, managing the T-GulDE Model construction.

8. IFL – Spain, <http://ifionline.com> has experience in training addressed to professionals working with people with disabilities, within “TRAVORS” and “DESEPA” projects (disabled vocation rehabilitation). Their expertise in exploitation and validation processes will further strengthen T-GulDE results.

9. FEG - Federation of European Guides – France, <http://www.feg-touristguides.com/> provides T-GulDE project with specific expertise on tools for job profile (tourist guides) updating and training trials. FEG is reference at EU level for tourist guides; they can easily involve more than 60.000 individuals in project’s results and their dissemination. FEG committed to prepare, implement and provide training of trainers on tourist guiding for people with intellectual disabilities based on T-GulDE Models. The first training – the first in Europe about such issue - will take place in October 2015. This chance will allow FEG to incredibly widen its weight on the tourist services market.

## 5. Plans for the Future

In the short term, the main targets of the project team and the partners representatives involved in future development at the action plans presented above are to continue to present the T-GulDE findings at national and European conferences dedicated to adult education, cultural / tourism or vulnerable people social integration.

Key messages:

- a) the benefits of having trained tourist guides to specific target groups, including people with intellectual disabilities and learning difficulties.
- b) the relationship between the characteristics of the learning situation determined at national level and the development of the T-GulDE products, as well as consequences for the target groups.
- c) long term impact on both the visited communities and a better life for people with different kinds of disabilities and difficulties – not to forget their caregivers.

In the longer term, it is anticipated that the dialogue and cooperation established among the consortium partners, as well as the networks built up during the project, including organisations interested in the wider benefits of adult education or social integration, will form the basis of further project proposals. The future agenda is likely to focus on the relationships between adult education and the benefits to wellbeing of the people with intellectual disabilities and learning difficulties.

The exploitation activities that will be implemented are aiming to:

- attract more trainers to use the T-GulDE manual and methodology;
- convince individual tourist guides to participate to training programmes;
- promote and raise awareness about the project contents, developments and results;
- successfully transfer the results to appropriate decision-makers and so to achieve sustainable support;
- promote the T-GulDE model exploitation as a best practice at national and European level.

Intensive interaction with the eventual users and beneficiaries of the project and other stakeholders is of crucial importance for the successful and sustainable exploitation of the results. The exploitation aims to create such infrastructures at regional, national and European level that would enable the targeted community to find and exploit T-GulDE learning resources.

Serious and sustainable exploitation must be linked to the community at large and to community interests and capacity. For this reason, exploitation should be embedded in a strong and strategic learning communities approach, and exploitation and European cooperation is an important and natural part of the action plans on medium and long term for each partner.

### Sustainability:

For continuity and to reach a minimum level of sustainability, the partners will undertake following actions:

- designating contact person available the project or in each partner institution;

- integrating the project results in the partner institutions and disseminate in their local environments;
- maintaining the project website fully operational for three years after the end of the funding period, so the potential users can access the project results and ask for support;
- participating in events in the field to present T-Guide achievements;
- finding new partners to extend the multipliers database

Partnership planning following activities to assure sustainability to the project results:

### SAN- Poland

SAN as academic institution has intention to convert T-Guide training manual into academic subject or workshop ( fee to chose) and offer it to students of Tourist Management specialization.

### ENAT- Belgium:

- distribution the T-GulDE e-Learning course through its platform <http://www.accesstraining.eu>
- providing lecturers and tutors in face-to-face training sessions about T-Guide course
- distribution T-Guide information and training advice on the issues concerning the target groups of visitors with learning difficulties / intellectual disabilities to National Tourist Organisations, Destination Mangers, Attractions and Tourism Suppliers who are ENAT members, as well as to those who subscribe to the ENAT e-bulletins.
- preparation training courses for tourism professionals in Jordan and the Middle East and North Africa Region, in association with the Jordanian Tourist Board, which will cover T-Guide elements.

### ASIS -Italy

- involvement some consortia and/or socialcooperatives as actors licensed to disseminate and use the T-GulDE Model.

### Minster Development Centre-UK

- acting as an advisor and deliverer of the accreditation of the T-GulDE competences

### IFI- Spain

- integration the T-Guide Manual and Courseware within the annual training plans, which arrives each year to many companies, at both regional and national levels.

### FEG-France

- developing and offering life-long training to tourist guides who wish to improve their guiding skills and to update the knowledge connected to their profession.

It is also important that the model is replicated, considering that project products, activities, methods, and approaches can be easily adapted for use in other contexts, for example in training the tourist guides for working with other vulnerable groups or other professional categories in working with people with intellectual disabilities and learning difficulties.

## **6. Contribution to EU policies**

The T-GulDE project needs European Cooperation because:

1. Actors from Social Cooperation/Inclusion, VET and Tourism services providers have revealed and then confirmed – as medium-term objective - the need to refer to different EU contexts, to exchange information among/with pioneering, gregarious, outsiders actors:

- to give application and force to EU standards on training for Tourist Guides concerning intellectually disabled;
- to have – on their own national level – an aloud unique European authority to open tourism labour market and job placement for tourist guides to new targets with a “social touch”;
- to facilitate a process of recognition and dignity to the target of intellectually disabled visitor.

2. In agreement with the Lisbon Strategy, T-GulDE touched strategic objectives identified by the "ET 2020" Council Conclusion, thus:

- improving the quality and efficiency of education and training: T-GulDE pretends to press National Authorities, VET agencies and “insiders” to focus on tourism services for intellectually disabled and to skills/competencies needed – stated but never applied – to operate with efficacy;
- promoting equity, social cohesion and active citizenship: T-GulDE enables Tourist Guides to acquire and develop skills and competencies needed for their employability and fosters further learning, active citizenship (in terms of tourist fruition, knowledge, cultural activities) to intellectually disabled.

3. To encourage EU Member States to recognize the non-area specific modules of practicing skills that have been successfully completed by qualified tourist guides in other EU Member States, facilitating the movement of professional services.

## 7. Extra Heading/Section

