

“INclusive TOURism professions. European curricula for accessible tourism manager and frontline staff” project was completed with success, by DAISSy-HOU!

The **“INclusive TOURism professions - European curricula for accessible tourism manager and frontline staff (In-Tour)”** European project was completed with success, and received a very positive evaluation score of **82/100** by [EACEA](#), summarizing a 45-month demanding and high-quality implementation by the project consortium, with the [DAISSy Research Group of the Hellenic Open University \(HOU\)](#), as the Greek partner.

The In-Tour project started on January 1st, 2020, and ended September 30th, 2023, with the clear objective of covering the gap within the educational system regarding knowledge and competences in the field of Inclusive - Accessible Tourism at European level. The overall aim of the project was to equip managers and personnel in tourism sector with the appropriate knowledge, skills, personal and transversal competences in order to provide adequate services for all the customers, especially those with specific access requirements.

Particularly, the In-Tour project managed to fill the existing gap by providing quality training, through:

- Defining occupational profiles (according to ESCO definition) for Inclusive Tourism Manager (ITM) and Inclusive Tourism Frontline Staff (ITFS)
- Specifying the skill gaps by directly connecting the demand with representatives of tourism industries and entrepreneurs and by analyzing the good practices already developed (even within other European Projects)
- Defining the European Curricula in the accessible tourism sector, at EQF level 5, 6 and 7
- Designing a flexible and modular training path for both curricula
- Delivering the curricula in pilot's courses in different countries (Germany, Greece and Italy)

The Curricula were defined in a flexible modular way, in order to provide a general European reference model which could be implemented in each EU Member State, and they were tested through five local pilots, by incorporating work-based learning.

It is noteworthy, that the In-Tour project produced a wide range of [deliverables](#) (54 in total) which are available, free of charge, through the project's website.

The [DAISSy Research Group of the Hellenic Open University \(HOU\)](#), was the project partner responsible for the implementation of all In-Tour activities in Greece, participated in all project work packages and deliverables, and was the Leading Partner of the WP5-Delivery of Pilot Courses. In addition, it was responsible for the development of the [In-Tour e-learning platform](#) regarding the five (5) pilot courses delivered through the project's pilot Universities, namely the Hellenic Open University-HOU (Greece), the Fachhochschule Dresden University of Applied Sciences—FHD (Germany) and the University of Genova-UNIGE (Italy).

More precisely, the Greek pilot courses for the **“Inclusive Tourism Frontline Staff (ITFS)”** (EQF-level 5) and the **“Inclusive Manager in Tourism (ITM)”** (EQF-level 6) were based on a blended (combination of synchronous and asynchronous) distance learning format, with Greek tutors and each one attracted more than forty (40) participants from the tourism sector. They were supported by the **“Training & Lifelong Learning Centre-KEDIVIM”** of the HOU and their detailed programme was available at Centre's [official website](#).

The In-Tour activities implemented by the DAISSy-HOU in Greece, were coordinated by Achilles Kameas, Professor at HOU, Director of DAISSy, and were managed by Vicky Maratou, Project Manager at DAISSy (until April 2023) and by Panagiota Polymeropoulou, Senior Researcher at DAISSy. The In-Tour working team of DAISSy included Ioanna Giannoukou (Professor at the University of Patras), Christos Pierrakeas

(Professor at the University of Patras & HOU), Marina Giannakakou (Technician at DAISSy) and Foteini Gatamati (Senior Administrative staff at DAISSy).

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For more information regarding the **In-Tour** project and other activities of the DAISSy-HOU:

Website : <http://daissy.eap.gr/en/> and <https://in-tour.eu/>

Platform : <https://learning.in-tour.eu/>

Facebook : @DAISSyResearchGroup

LinkedIn : <https://www.linkedin.com/in/daissyresearchgroup/>

X (formerly Twitter): https://twitter.com/daissy_research and [@InTourProject](https://twitter.com/InTourProject)

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