

**MODULE 2. THE ACCESS NEEDS OF TOURISTS WITH DISABILITIES AND OTHERS**  
(total: 8 h)

Learning Outcomes	Duration (h)	Plan (Face to face, e-learning)		
		Topics/Contents	Activities/tasks for trainees	Learning Resources
1. Anticipate the need of customized service/environment for the different types of customers	1 /1 (face-to-face/ e-learning)	<ul style="list-style-type: none"> <li>- Framework of the service of the clients with the specific access requirements</li> <li>- Evaluation of the service in the context of the specific needs of the particular client</li> </ul>	<p>Identification of own/ colleagues' possible special access requirements for particular tourism service.</p> <p>Discussion on the questions that might be important to service personnel working for a tourism service provider, and find possible solutions for provided situations.</p>	<p>Practical ICF manual: <a href="https://www.who.int/classifications/drafticfpracticalmanual2.pdf?ua=1">https://www.who.int/classifications/drafticfpracticalmanual2.pdf?ua=1</a></p> <p>The ICF framework: <a href="https://www.unece.org/fileadmin/DAM/stats/documents/ece/ces/ge.13/2008/zip.2.e.pdf">https://www.unece.org/fileadmin/DAM/stats/documents/ece/ces/ge.13/2008/zip.2.e.pdf</a></p> <p>Video about ICF usability: <a href="https://vimeo.com/164742298">https://vimeo.com/164742298</a></p> <p>ICF e-learning tool/ quiz: <a href="https://www.icf-elearning.com">https://www.icf-elearning.com</a></p>
2. Understand the key points of the service for the clients with the specific access requirements	1 (face-to-face learning)	Peculiarities of specific impairments and their caused disabilities	<p>Absorption of the information about specific impairments/needs:</p> <ul style="list-style-type: none"> <li>- Distinguish, compare and collate key points of the tourism service to responds the needs of the clients with the specific access requirement;</li> <li>- Discuss the inspiring travel experiences among students friends, relatives etc.</li> </ul>	<p>Invisible disabilities: <a href="https://www.disabled-world.com/disability/types/invisible/">https://www.disabled-world.com/disability/types/invisible/</a></p> <p>Motor/mobility impairments: <a href="https://www.healthyplace.com/neurodevelopmental-disorders/motor-disorders/what-are-motor-disorders-signs-symptoms-causes-treatments">https://www.healthyplace.com/neurodevelopmental-disorders/motor-disorders/what-are-motor-disorders-signs-symptoms-causes-treatments</a></p> <p><a href="https://www.disabled-world.com/disability/types/mobility/">https://www.disabled-world.com/disability/types/mobility/</a></p> <p>Solving the communication difficulties: <a href="https://www.nhs.uk/conditions/social-care-and-support-guide/practical-tips-if-you-care-for-someone/how-to-care-for-someone-with-">https://www.nhs.uk/conditions/social-care-and-support-guide/practical-tips-if-you-care-for-someone/how-to-care-for-someone-with-</a></p>

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				<p><a href="#">communication-difficulties/</a></p> <p>Simulation activities to understand issues of people with visual/hearing impairment:</p> <p><a href="https://www.teachingvisuallyimpaired.com/simulation-activities.html">https://www.teachingvisuallyimpaired.com/simulation-activities.html</a></p> <p><a href="http://www.hearinglikeme.com/hearing-loss-simulator/">http://www.hearinglikeme.com/hearing-loss-simulator/</a></p> <p>Tourism services for the older tourists:</p> <p><a href="http://www.silvertourism.eu/ficheros/archivos/2017_10/io2FinalVersionOpt.pdf">http://www.silvertourism.eu/ficheros/archivos/2017_10/io2FinalVersionOpt.pdf</a></p> <p>Travel experiences of the customers with the specific access needs (e.g. Story of the world explorer who travels blind: <a href="https://www.mappingmegan.com/can-blind-people-travel/">https://www.mappingmegan.com/can-blind-people-travel/</a></p>

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3. Respond adequately to the specific needs expressed by the different types of customers	2 /1 (face-to-face/ e-learning)	Important tips for the tourism service provider to meet the specific needs of the different types of customers	<p>Evaluation of the different products/services suitability for a person with specific access requirements.</p> <p>Evaluation of the client needs / service solutions for a specific access requirements in line with the provided information/ examples.</p>	<p>Tourism examples, adjusted for persons with motor/visual/hearing/ impairments:</p> <p><a href="https://www.vangoghmuseum.nl/en/plan-your-visit/accessibility">https://www.vangoghmuseum.nl/en/plan-your-visit/accessibility</a></p> <p>Treating People with Intellectual Disabilities with Respect:</p> <p><a href="https://www.youtube.com/watch?v=nc9aAY6-ujQ">https://www.youtube.com/watch?v=nc9aAY6-ujQ</a></p> <p>Example of the hotel, welcoming clients having allergy</p> <p><a href="https://www.hotelcalipolis.com/en/hotel/allergy-friendly-hotel/">https://www.hotelcalipolis.com/en/hotel/allergy-friendly-hotel/</a></p> <p>Symptoms of allergic reaction necessary help:</p> <p><a href="http://www.sja.org.uk/sja/first-aid-advice/illnesses-and-conditions/allergic-reactions.aspx">http://www.sja.org.uk/sja/first-aid-advice/illnesses-and-conditions/allergic-reactions.aspx</a></p> <p>Symptoms of epilepsy/ necessary help:</p> <p><a href="https://www.youtube.com/watch?v=4qWPFCFmRII">https://www.youtube.com/watch?v=4qWPFCFmRII</a></p>
4. Design service structures which include the widest range of users	1/1 (face-to-face/e-learning)	Recognitions of the possible barriers/ necessary amendments for the people with the specific access requirements	Review/ discussion on the examples of different possible service barriers and drafting of the plan to respond them in accessible way.	<p>Physical obstacles for the people with the mobility impairments:</p> <p><a href="https://www.youtube.com/watch?time_continue=4&amp;v=IlyHpOMdbvY">https://www.youtube.com/watch?time_continue=4&amp;v=IlyHpOMdbvY</a></p>