



Newsletter No. 3

August 2018

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We are glad to have the opportunity to work together on a project: „**GUARDIAN ANGELS OF ACCESSIBLE TRAVELERS IN RURAL AREAS**” that fosters innovation and the exchange of good practices strategic partnerships for vocational education and training. Access Angels runs from 1st October 2016 to 30th September 2018. The mission of the project is to propose to any people with special needs an alternative, free of charge service of non-medical personal assistance at a sustainable tourism destination, using specially trained young volunteers. VET organizations, accessible travellers,

rural youth and sustainable tourism authorities may benefit from this project. There are nine project partners involved in this idea. You can also follow us on social media. This is our third newsletter, in which we inform you about the two reports Q1 and Q2, partners' involvement in the next stages of the project and meetings in Cyprus and Murcia. Likewise, in the last Newsletter we continue to give you an overview of some of our partners and their activities.

ACCESS ANGELS



ACCESS ANGELS HALF DAY CONFERENCE VOLUNTEERS SUPPORTING ACCESSIBLE TOURISM



Join us in Brussels for a first-hand introduction to **Access Angels**, where we will share with you the secrets of success in **volunteer training supporting visitors in accessible tourism destinations**.

Venue: BTC Belgian Development Agency, "Espace Jacquotte, Rue Haute, 139. 1000 Brussels, Belgium

Languages: English and Flemish. Simultaneous text sub-titling in English

Registration is Obligatory. Closing date: Monday 17 September 2018.
Online registration form: <https://goo.gl/forms/EUSii3p1HqNT8ivv1>

Please note that all costs related to travel and accommodation are the responsibility of the participant.

The conference will describe training techniques based on the learning and skills requirements for accessible, inclusive tourism services, with contributions from the European Commission*, regional tourist boards, tourism businesses, trainers and – of course, volunteers themselves.

Date: 21st September 2018 **Time:** from 10:00 to 13:15 hours, followed by a buffet lunch

MAIN TOPICS:

- The contribution of Volunteering to the tourism sector;
- Learning and training Volunteers in rural tourism settings;
- Developing rural tourism products and offerings for the accessible tourism market;
- Managing Accessible Tourism Destinations





MURCIA

03 AATrain-the-trainer Workshop and Pedagogic Material

Date: 08-14th July, 2018

Venue: La Manga del Mar Menor – Murcia

Main topics: the purpose of the meeting was to present the business and strategy model of the AA service and the role of the Access Angels trainer followed by practical activities in personal assistance for disabled people while travelling. Christos Nicolaides the partner from Cyprus presented A1 – Access Angels Definition IO2/A2- Operations Manual. Martin Hrabec the partner from Czech Republic presented the profile and the role of the Access Angels trainer. The following issues were raised: different types of disabilities, stereotypes and barriers disabled people have to face, the best practice to be introduced by Access Angels for communication

with people with different types of disabilities. The training involved some practical exercises and techniques demonstrating the way Access Angels should work with disabled tourist to deliver the service in a good manner. This training was conducted by Małgorzata Tokarska, ENAT partner. During her interesting presentation, Anna Grazia, President of ENAT talked about the importance and benefits of Accessible Tourism in our society. Everybody participated actively in all sessions sharing their personal knowledge and experiences. The partners agreed that they had gained a lot by attending the workshop.





PARTNER PROFILE AND THEIR TASKS IN THE PROJECT:



ENAT – the European Network for Accessible Tourism, is a non-profit membership association established in Belgium in 2008. Its mission is: To make European tourism destinations, products and services accessible to all travellers and to promote accessible tourism around the world.

Its international membership includes national and regional tourist boards, destinations, businesses in the tourism and travel sector, research organisations, non-governmental organisations, universities and private consultants. ENAT has established partnerships and signed Memoranda of Understanding with several influential organisations, including the UN World Tourism Organisation, Lonely Planet, Blue Flag International, the International Social Tourism Organisation, amongst others, with the aim of developing and sharing good practice to advance the practice of Accessible Tourism both in Europe and around the world.

Over the past 10 years, ENAT has developed a number of training programmes, in some cases, with the help of the EU Vocational Training Programmes (Leonardo and ERASMUS+) and also the EU

Competitiveness and Innovation Programme.

“We are delighted to be a partner in the ACCESS ANGELS project, says Ivor Ambrose, Managing Director of the European Network for Accessible Tourism. “This innovative project will give ENAT the opportunity to explore the possibilities for engaging the voluntary sector in accessible tourism, where there is a great need for support and know-how at many levels across the whole tourism value chain”, “The development and delivery of training courses and new partnerships in Accessible Tourism is a response to market demands. We see this as a great experience to bring in a new actors, such as a voluntary organisations , to help deliver a better tourism experience for those with access needs” adds Ambrose.



PARTNER PROFILE AND THEIR TASKS IN THE PROJECT:



SYNTEA - their mission is an unique model of business activity, supporting the development of professional competences and qualifications at every stage of life, they have also over 10 years of experience in developing and implementing educational projects of local, national and transnational scope.

Syntea SA is project Leader in ACCESS ANGELS , so apart from being invloved in project results development they are also managing the whole project, monitor and evaluate the current activities of the project partnership. They are searching for opportunities to be part of the initiatives that increase the knowledge and create the opportunity for young people to change or find new job, this is one of the aims of their core activity. Syntea agrees that the idea of the

AA service is really innovative and could be a competitive advantage to institutions or local authorities without this service. Also accesible tourism is becoming more important and needed, so this service is ideally suited to demand. They think that a big thing starts with small steps and our project is this kind of step. Within this project they would like to highlight that travellers with disabilities represent a significant percentage of travellers and we want to help them to explore the rural areas.

NEWSLETTER

This is the 3rd ACCESS ANGELS Newsletter.

Thank you for following our journey!

For further information about ACCESS ANGELS project please visit the project website:
<http://accessangelsproject.eu/>



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ACCESS ANGELS Partners



Institut pro trénink pohostinnosti,
Czech Republic
<http://www.hospitalitytraining.cz/>



ENAT – European Network for
Accessible Tourism, Belgium
<http://www.accessibletourism.org/>



Decaplus Business Services, Cyprus
<http://www.dekaplus.eu>



Network of Thematic Centers
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<http://www.lovetroodos.com>



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www.yespotenza.wordpress.com



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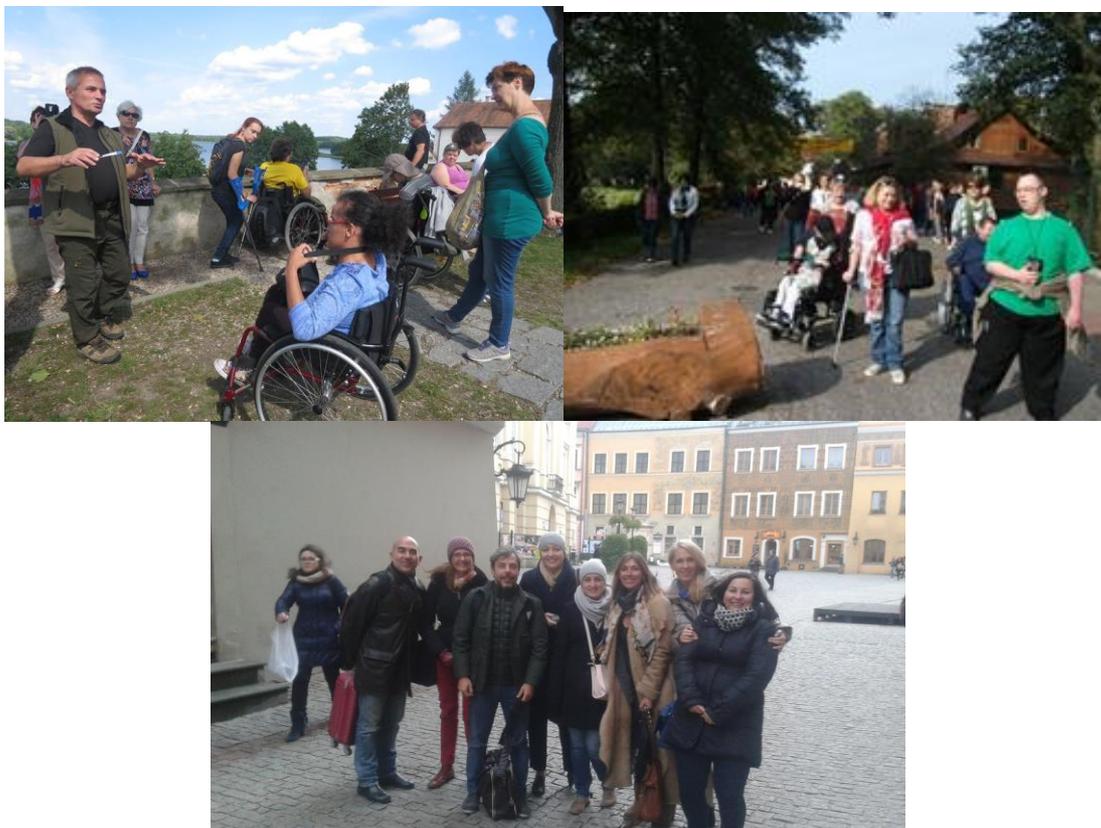


Soluciones Tecno
Professionals Consulting, Spain
<http://www.stp.es>



Bulgaria Association for Development
of Mountain Municipalities in the
Republic of Bulgaria, Bulgaria
www.bulmonte.com

ACCESS ANGELS



Erasmus+

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