

Tour2Include: Migrants’ integration into tourism-related professions
Educational paths for Migrants’ empowerment and upskilling

Tour2Include is an international project co-financed by the Erasmus+ Programme of the European Commission which aims to establish innovative approach supporting low-skilled migrants willing to work in the Tourism Sector to acquire the necessary typical and soft skills. In doing so, the project focuses on targeted training opportunities set to offer better career perspectives to migrants thus avoiding undeclared work and marginalization.

On the **15th of April 2021**, the Tour2Include Consortium gather together for the **third transnational meeting** and had this opportunity to take-stock about project implementation and further development.

After welcome and introduction by Social Impact, partners moved on by (re)discussing key outcomes emerged from the assessment of Migrants’ qualification and training needs. Concluded in October 2020 and formally led by Italian partner CESIE, the aforementioned task has been carried out at national level by all organisations (for a total of three country reports) and identified several training and upskilling needs that can be broken down in three main clusters:

General Soft Skills	Intercultural Soft Skills	Tourism-related Professional Skills
<ul style="list-style-type: none"> • Self-confidence • Ability to solve problems • Oral and written communication • Time management • Ability to work in teams • Autonomy and flexibility • Willingness to learn 	<ul style="list-style-type: none"> • Understanding the code of conduct and manners generally accepted in different societies and environments • Awareness and respect of basic rights of individuals and groups 	<ul style="list-style-type: none"> • Good understanding and speaking of the local language • Knowledge of the local territory • Basic Computer and Digital Skills • Basic knowledge of main hygiene and alimentary norms

Based on these results, partners brainstormed on the structure of a reliable training programme that is consistent, reliable, relatable, and most importantly, able to tackle and narrow the skill mismatches of migrants. After collecting inputs from all partners, the Greek organisation AKMI shared the content foreseen as training material. In total the partnership produced 5 training modules focusing on:

- General Soft Skills
- Intercultural Skills
- Communication Skills
- Tourism-related Skills
- Digital Skills (Basic Applications of Computer and Web Literacy)

Each module is designed in further sub-units (i.e. didactic units), each of which focusing on a specific segment of the topic. During the meeting, partners reviewed the Learning Outcomes expected from each training module (assuring their consistency with targets’ needs and their legitimacy in consideration of the overall scope of the project) and the overall structure of the material in terms of content, visuals and aesthetics.

Now partners will deep dive into the consolidation of the *Glossary* and *Cultural Profile Snapshots*, two documents foreseen as further teaching and learning support material.

The concept of a Glossary stems from the idea to propose for learners a section that provides them with a sort of summary of key takeaways (i.e. a dictionary of learning outcomes); while the idea for a Cultural Profile Snapshot comes from the opportunity to offer learners essential information related to tourism and culture of the hosting country (represented by the consortium).

Later on, the Italian partner IDP shared with the consortium the results that partners are achieving in terms of communication and project awareness overall. The dissemination activities (i.e. formal mainstreaming of project's activities, results and deliverables) are extremely relevant because they enhance the visibility of the project at international level, its "grip effect" on relevant stakeholders and further opportunities for impact.

Symplexis, Greece has developed **Module 1** (and the relevant Glossary), focusing on **General Soft Skills**, aiming to enhance migrants' soft skills and competencies, which are needed in today's tourism sector market. In addition, in cooperation with AKMI, we have developed the *Cultural Profile Snapshot of Greece*.

For more information about the project, please visit <https://socialimpact.eu/tour2include> where you can also access all national reports and the transnational report focusing on the special training needs of migrants and the soft/intercultural skills that are essential in tourism sector.

A short description about the project is available on Symplexis' website: <https://symplexis.eu/tour2include>

To keep up-to-date regarding Tour2Include, follow us on [Symplexis Facebook Page](#)

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