

EQAVET Sectoral Seminar

Quality Assurance of Vocational Education and Training in the Tourism and catering sector

**8-9 December 2011 Dortmund,
Germany**

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Agenda

- Introduction
- The Tourism and Catering sector
- Tourism and Catering and quality assurance in Vocational Education and Training
- Four key themes for this seminar
- Aims and objectives
- The table discussions, a new approach
- After the seminar

Kim Faurschou, FACO

Roles

- Critical friend
- Process consultant
- Expert and evaluator
- Director

Work for

- The European Commission (Belgium)
- The EQAVET Secretariat, Ireland
- CEDEFOP (Thessaloniki, Greece)
- European Training Foundation (Torino, Italy)
- Nordic Council of Ministers
- A number of ministries and organizations in Denmark, Sweden, Norway, Austria, Lithuania, Slovakia, England, Scotland, Wales, Cyprus, Malta
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On-going/recent activities

- The new quality assessment system for VET. (Utdanningsdirektoratet, Norway)
- The development of a National Qualification Framework in Sweden
- A number of sectoral seminars on quality assurance within the Healthcare, the Tourism and the Construction sector in Europe (The EQAVET Secretariat, Ireland)
- Implementation strategy for ECVET in England, Wales and Scotland (The Scottish Credit and Qualifications Framework Partnership, Scotland)
- Support the implementation of ECVET and EQAVET at Malta (Malta Qualifications Council)
- Strategic competence development of the complete Danish horticultural and green sector (Denmark)

The Tourism and catering sector

Tourism is defined as “The activity of visitors taking a trip to a main destination outside their usual environment, for less than a year, for any main purpose, including business, leisure or other personal purpose, other than to be employed by a resident entity in the place visited.”

A wide range of types of education and training:

- In the German “dual system” there are the following training occupations: cook, specialist in the hospitality service industry, specialist in the hotel business, hotel clerk, restaurant specialist, professional caterer, tourism and leisure agent.

The Tourism and catering sector - 1

- Employ about 5 (to 12 %) of the total workforce
- Generates more than 5 (to 10 %) of Gross Domestic Product (GDP) in EU
- About 1,8 million enterprises (95 % with less than 10 people employed)
- Mainly (73,9 %) of visitors from Europe
- Dynamic markets: demographic change, economic conditions, financial crisis, new concepts supplement the more traditional

The Tourism and catering sector - 2

The Tourism sector suffers (Cedefop 2005) from

- Low pay
- High demand for staff flexibility and mobility
- High staff turnover
- High share of informal employment arrangements
- Persistent skill shortages
- Highly seasonal character
- Vulnerable to external political and economic factors
- Many qualified persons leave the tourism sector

The Tourism and catering sector and quality assurance

Quality – a keyword for centuries

The quality of the vocational education and training is dependent on and challenged by:

- The low wages
- The high demand for staff flexibility
- The often limited training provision
- The enterprise structure with mainly small or micro enterprises

The knowledge and skills required are highly interdisciplinary and appreciated by other sectors

Key themes for this seminar

1. The German models for quality assurance in VET – how to secure the quality in the tourism and catering sector
2. Career possibilities in the tourism and catering sector
3. How to make the education up to date in the tourism and catering sector
4. The testing system in the tourism and catering sector

Aims and Objectives

- To improve and develop quality assurance systems further within the sector
- Support to the National Reference Points in the implementation of the EQAVET Recommendation
- Build on your experiences in the Tourism and catering sector

Aims and Objectives 2

- Reflect on how quality assurance of VET is addressed and managed within the Tourism and catering sector
- Generalise the outcomes of our discussions
- Generate guidelines that are accessible, transferable, suitable and relevant
- Extract messages in relation to the use and implementation of the Reference Framework

The Table discussions A New Approach

- Many new participants, faces and organisations
- A lot of room for discussion and for feed-back from the participants
- To inspire
- To be inspired
- Not heavy focus on papers, but still a number of important references

After the seminar

- A policy paper with
 - Overview of the challenges and conditions to succeed in the Tourism and catering sector
 - Overview of how quality assurance is addressed and managed in the Tourism and catering sector
 - Guidelines and principles for supporting quality assurance in education in the Tourism and catering
 - Guidelines and principles for the National Reference Points in implementing the EQAVET Recommendation involving the sectors

Theme 1

10.00

Key note

10.30

**Café-table
discussions**

11.45

Reports



Theme 1.

The German models for quality assurance in VET – how to secure the quality in the tourism and catering sector

- The dual system: preconditions, advantages, disadvantages
- Drop-out
- The qualifications of the teachers and trainers
- Cooperation between the learning places

Theme 2

13.30

Key note

14.00

**Café-table
discussions**

14.45

Reports



Theme 2.

Career possibilities in the tourism and catering sector

- Career possibilities in the enterprises
- Career possibilities in the formal educational system
- The profiles of the learners, the employed persons

Theme 3

15.30

Key note

16.00

Café-table
discussions

16.45

Reports



Theme 3.

How to make the education up to date in the tourism and catering sector

- How to implement the quality in the daily activities
- Cost
- How to make the education practically relevant
- How to secure that supply and demand fits

Theme 4

9.00

Key note

9.30

Café-table
discussions

10.45

Reports



Theme 4.

The testing system in the tourism and catering sector

- The testing system: advantages, disadvantages, preconditions
- Training of the examiners
- The final tests