



JANUARY 2022 | NEWSLETTER 2

# ESTOUR

Introducing Epidemic Safe Tourism (post-COVID recovery) to strengthen SMEs in the Hospitality Sector



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## What is ESTour about?

An Erasmus+ project that aims at creating the ESTour expert professional profile.

The ESTour project aims at training and certifying people who have been working in the hospitality sector and would like to update their skills related to the new health and safety protocols and new digital technologies, in regards to an effective response to the epidemic crisis' impact.

The main goal of the ESTour Expert is to be able to work at an operational level, namely conduct an operational plan by creating and implementing staff protocols and guidelines, retraining and monitoring staff regarding infection control, physical distancing and hygiene measures, and to know how to use the new digital technologies for implementing clients' social distancing during epidemic crises.

In order to create this new ESTour expert profile, the partners of this Erasmus+ project will elaborate the following deliverables:

- Research on the current needs in hospitality sector, based on COVID-19 impact.
- Epidemic Safety Tourism Expert Qualification Profile.
- ESTour modular training curriculum.
- ESTour blended learning course.
- ESTour certification scheme.



# The ESTour Expert

- Understands, follows and applies new safety protocols.
- Is aware of the new digital technologies for facilitating the operation of hospitality SMEs in times of epidemic crises.
- Conducts an operational plan by creating and implementing staff protocols and guidelines.
- Applies health safety and social distancing practices.
- Retrains and monitors staff regarding infection control, physical distancing, and hygiene measures.



## ESTOUR Expert Qualification Profile - PR2

The partnership has specified the Work Areas in which the ESTour Expert should specialise in:

**Health and Hygiene Security Measures**  
**Digital Literacy**  
**Trustable Communication**  
**Leading the Situation**



That have been further divided into Units:

Internal communication: Effective communication with employees

Digital Tools used for epidemic crisis prevention

Implementation of digital technologies in epidemic crisis

Understanding the impact of safety legislation and policies

Monitoring compliance with the health & safety legislation and policies

Digital Tools for Communication Media

Health & Safety policies in epidemic crises

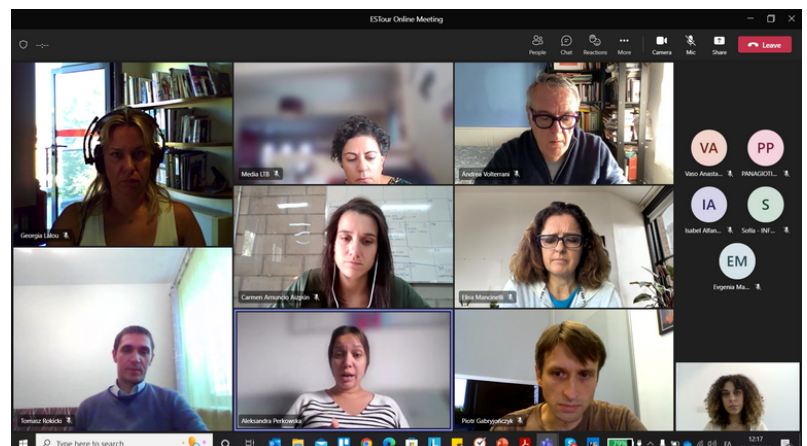
External communication: Effective communication with clients

Risk Assessment and Management

Guiding employees on current health & safety rules

## Online meeting

In order to monitor the progress of the project results, the partnership met online after the 1st and before the 2nd face-to-face meeting. The consortium was informed on the on-going progress of PR2 and the next steps to be taking before the face-to-face meeting.





## 2nd face-to-face meeting

### The partners met in Rome for another face-to-face meeting

The ESTour partnership met for the 2nd face-to-face meeting on the 12th-13th of December 2022 in Rome. The meeting was hosted by the Tor Vergata University (UNITOV) partners.

The meeting started with the warm welcoming of the host partner. The coordinator (SGGW) gave an overview of the project results that have been finalised; namely, the field and desk research conducted in PR1. Subsequently, MMC presented the final draft of the "Epidemic Safety Tourism Expert Qualification Profile: ESTour Expert" (PR2), explaining in detail the KSAs for each Work Area and requested comments. The partners were satisfied with the quality of the result considering PR2 a finalised product.

The second day of the meeting started with a discussion on the development of the ESTour Training Curriculum (PR3). SGGW, PR leading partner, presented a suggested version of the curriculum and the form it could take. The consortium engaged in a discussion and provided SGGW partners with ideas and comments.

Finally, dissemination progress and tasks as well as quality assurance were also addressed during the meeting. MMC and Tor Vergata, respective dissemination and quality assurance partners ensured that the consortium is adequately informed on the pending tasks that are responsible for.



## ESTour partnership:



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