



UNIT 1

**EMPLOYMENT IS A RIGHT FOR ALL.
RELEVANCE OF EMPLOYMENT FOR
PERSONS WITH DISABILITIES.**

PARTICIPANT'S MANUAL

**BLOCK 1: SOFT
SKILLS IN THE
TOURISM SECTOR**



Consortium



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INCLUSIVE TOURISM



EMPLOYMENT IS A RIGHT FOR ALL
RELEVANCE OF EMPLOYMENT
FOR PERSONS WITH DISABILITIES

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- Face to face session
 1. What is the employment?
 2. The employment is a right
 3. Benefits of employment for people
 4. Creating job opportunities
 5. What is accessible and inclusive tourism?
- Conclusions

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1. INTRODUCTION



Introduction

Employment is a right for all



The **labour incorporation** in the market is a **complex process** that is more difficult in the case of persons with disabilities.

The labor insertion rates of persons with disabilities are lower than the ones of the rest of the population.

It usually is the beginning of a **situation of risk of social exclusion**.



Introduction

Employment is a right for all



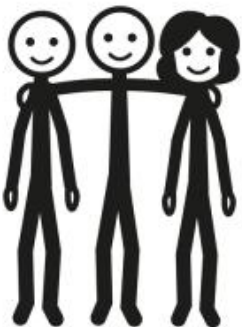
- However, this situations is changing.
 - More companies offer work **oportunities** for persons with disabilities.
 - More entrepreneur are focused in the **capabilities** of persons and not in their limitations.
 - The entrepreneurs begin to be aware of the fact that persons with disabilities, with training and support needed, can show their **worth** for job performance.

Introduction

Employment is a right for all



- For people, to stay active doing a job involves:
 - Personal satisfaction
 - Social recognition.
 - Recognition in the near environment of the person.



Introduction

Employment is a right for all



The biggest challenge
for many persons with disabilities is...

➤ **To access and stay in a job,**
being this the way for
personal development,
participation in the community and
a decisive element in their level of well-being.

Introduction

Employment is a right for all



- In this unit, we talk about...

The importance of employment for people with disabilities.

Basic concepts about the accessible and inclusive tourism sector.



2. OBJECTIVES OF THE UNIT



Objectives

Employment is a right for all



- ❑ **Raise awareness about relevance of employment** for people with disabilities.
- ❑ **Promote positive attitude** and motivation toward the employment of people with disabilities.
- ❑ **Provide basic knowledges about the accessible and inclusive tourism sector.**

3. FACE TO FACE SESSION



SESSION 1

AGENDA



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1. **What is the employment?**
2. **The employment is a right**
3. **Benefit of employment for people**
4. **Creating job opportunities**
5. **What is accesible and inclusive tourism?**
6. **Conclusions**



1. WHAT IS THE EMPLOYMENT?

What is the employment?

Employment is a right for all



Having a job is to perform a task and get paid for it.

Normally, the work is done for a company that hires you, but you can also work for yourself, creating your own company.



2. THE EMPLOYMENT IS A RIGHT

The employment is a right

Employment is a right for all



- The **social participation** of persons with disabilities is a **right**.
- The **incorporation into the labor market** is a fundamental element to feel like a **citizen with all the rights**.

The employment is a right

Employment is a right for all

To access a job is an **universal right** and in case of persons with disabilities, it is a right recognized by the [International Convention on the Rights of Persons with Disabilities](#) (United Nations).



Article 5
**Right to Equality and
non-discrimination.**



Article 27
**Right to work and
employment**



3. BENEFITS OF EMPLOYMENT FOR PEOPLE

Benefits of employment for people

Employment is a right for all

To **perform a job** has
incredible benefits for all people,
not only for persons with disabilities.



Benefits of employment for people

Employment is a right for all

The benefits are:

- ❑ The person has a positive **self-image**.
 - ❑ He/she feels **useful**.
 - ❑ He/she has a greater **social recognition**.
 - ❑ The person have more **opportunities to relate** with other people.
 - ❑ They have a greater **economic independence**.
 - ❑ More possibilities and opportunities to achieve their life goals.
- ❑ **Improvement of personal skills** (habits, routines, responsibilities, personal image, hygiene...).
 - ❑ Greater **autonomy**.
 - ❑ **Motivation** and ability to improve.
 - ❑ Improvement of **communication skills**.
 - ❑ Improvement of **attention, concentration, memory, reasoning...**

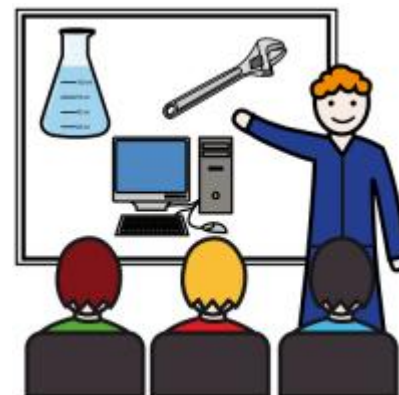
Benefits of employment for people

Employment is a right for all

The way to achieve a job is not easy.

The person must have their own **formative trajectory**, allowing himself/herself to:

- Discover their capabilities.
- Develop their work qualities.
- Acquire confidence in their possibilities on the labor market.



Benefits of employment for people
Employment is a right for all

WHY IS IMPORTANT TO WORK FOR ME?





4. CREATING JOB OPPORTUNITIES

Creating job opportunities

Employment is a right for all

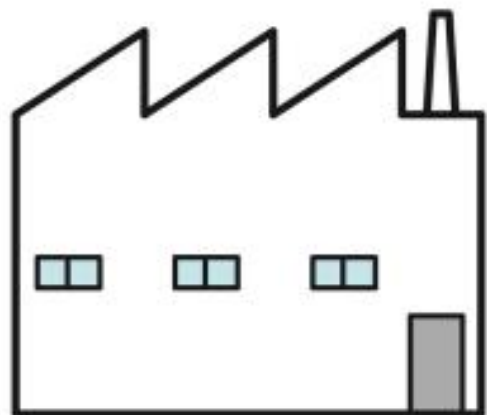
It is the responsibility of the entrepreneurs,
to **create job opportunities**
for persons with disabilities.



Creating job opportunities

Employment is a right for all

To promote access to employment for persons with disabilities, there are different work options:



Sheltered
employment



Ordinary company
employment



Autonomous
worker

Creating job opportunities

Employment is a right for all



Ordinary employment

- Job modality in which the person performs a job in a company:
 - ❑ Together other colleagues with or without disabilities.
 - ❑ Treatment and equal conditions.
 - ❑ Without specific support by other people in work tasks.

Creating job opportunities

Employment is a right for all



Sheltered employment

Place where persons with disabilities can exercise a professional activity, but not in the ordinary market, because of the presence of certain barriers.

Example

The special employment centers

- ❑ They offer their workers gainful and productive employment.
- ❑ They help persons with disabilities overcome barriers.
- ❑ **Objective:** Serve as a springboard for persons work in the ordinary company

Creating job opportunities

Employment is a right for all



Autonomous worker

Person who decides to create
is own business/company.

Creating job opportunities

Employment is a right for all

Entrepreneurs should know that there are organization dedicated to **supporting people to get a job and** make the necessary adjustments to overcome their limitations.



Companies should receive **guidance and advice** to generate greater employment opportunities for people with disabilities.

Creating job opportunities

Employment is a right for all

Nowadays, one of the sectors where persons with disabilities find the biggest amount of job opportunities is in the service sector.

In general, we believe that opportunities for persons with disabilities can be generated from the tourism sector:

Greater possibilities of finding a job.



Greater possibilities of traveling as a tourist, through inclusive and accessible resources.





5. WHAT IS ACCESSIBLE AND INCLUSIVE TOURISM?

TOURISM ACCESIBLE AND INCLUSIVE

Tourism accessible and inclusive

Employment is a right for all

Inclusive and accessible tourism is...

Tourism for all people





5. WHAT IS ACCESSIBLE AND INCLUSIVE TOURISM?

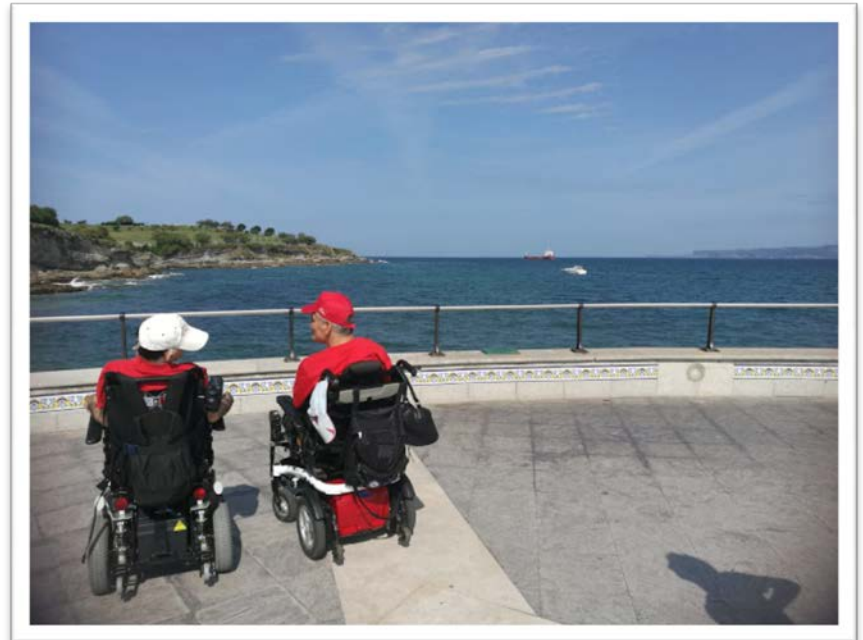
WHO ARE THE TOURIST?

Who are the tourism?

Employment is a right for all

Person who...

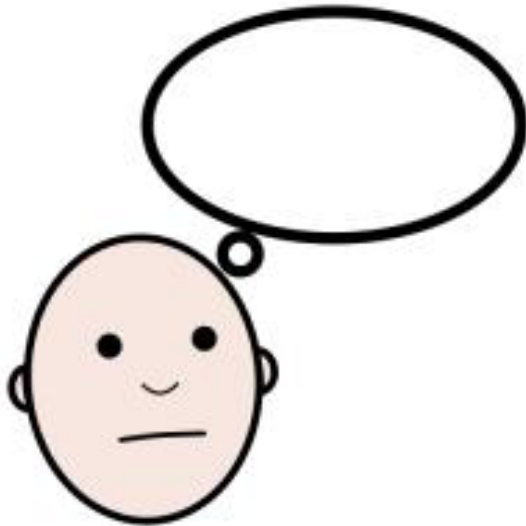
- ❑ moves from the place where he/she lives to another place.
- ❑ Spends more than 24 hours outside your place of origin or departure.
- ❑ Sleeps at least one night in the place of destination.



Who are the tourism?

Employment is a right for all

Think about all the people who travel...



Perphas you have thought about people of different situations related to their **general health conditions**:

- ☐ Disability;
- ☐ Aging;
- ☐ Accidents;
- ☐ Consequence of diseases;
- ☐ Exceptional physical characteristics;
- ☐ Occasional mobility constraints.

Who are the tourism?

Employment is a right for all

- Many of the tourism have **specific needs**:
 - Related to the **accessibility** conditions of places, buildings, furniture, equipments, tools and information;
 - Related to the way the tourism **services** are provided (this covers the organization of services and the skills of the human resources involved).

Who are the tourism?

Employment is a right for all

- But...
 - The majority of tourists don't share those limitations;
 - The tourism services were not designed to answer those needs.

Who are the tourism?

Employment is a right for all

- Approximately 30% of the tourists have specific needs that must be taken into account by the tourism sector.
- The tourism sector is becoming aware of this trend and **will certainly adjust the offers** to the needs of these persons.





5. WHAT IS ACCESSIBLE AND INCLUSIVE TOURISM?

UNIVERSAL DESIGN

Universal design

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For tourism not find barriers when travelling,
the **design for all** must be guaranteed.



This means that accessibility must be guaranteed
of all the **tourism resources**.

Accessibility is a right.



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TOURISM**



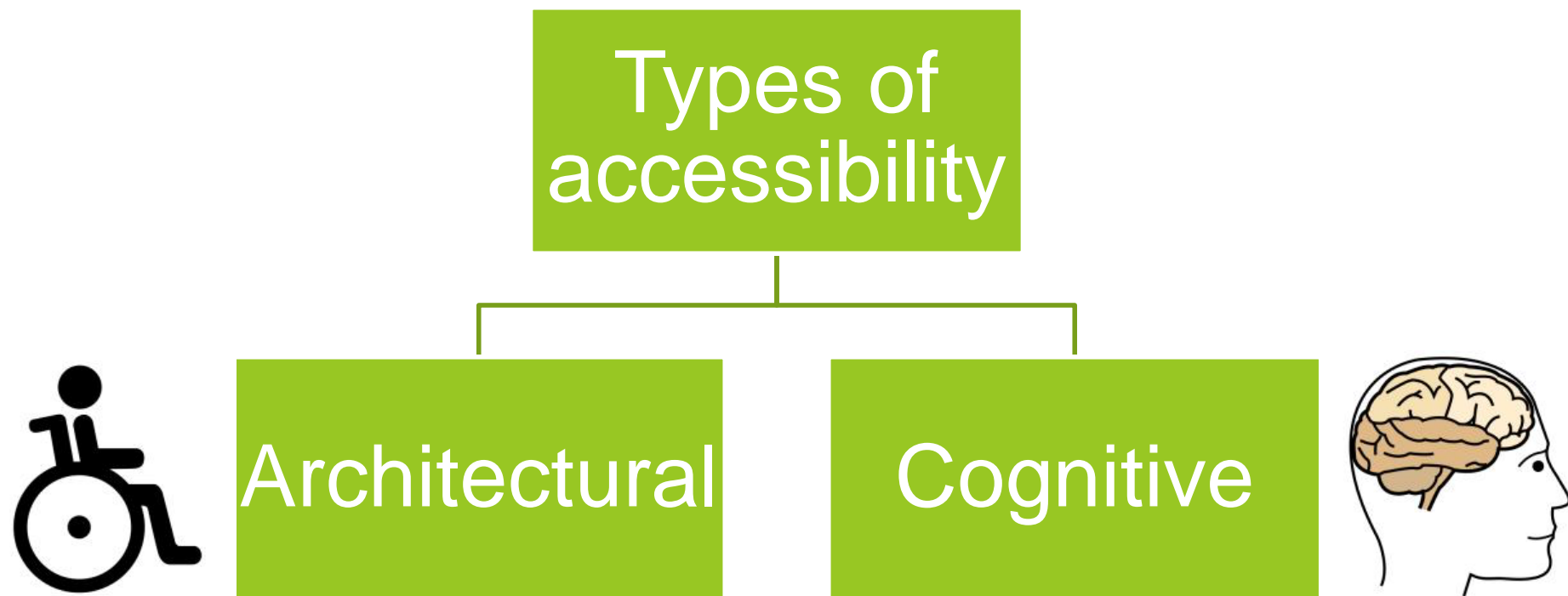
5. WHAT IS ACCESSIBLE AND INCLUSIVE TOURISM?

RIGHT TO ACCESSIBILITY

Right to accessibility

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Two types of accessibility:



Right to accesibility

Employment is a right for all



Architectural Accessibility:

The right to Access and move around a certain space with total freedom. (Spaces without barriers).

Examples of barriers:

- Ramps
- Steps
- Narrow doors
- Elevator buttons very high
- Etc...

Right to accesibility

Employment is a right for all



Cognitive Accessibility:

The right to understand all the information that surrounds us, communicating without difficulties with other people and being able to access all kinds of activities.

Example of barriers:

Not understanding forms.

Not understanding poster and signs.

Problems of communication.



5. WHAT IS ACCESSIBLE AND INCLUSIVE TOURISM?

WHAT ARE THE TOURISM RESOURCES?

What are the tourism resources?

Employment is a right for all

These are all the products, services and activities that people use and/or enjoy when they travel.

For example:

- ❑ Accommodation services (hotels, hostels...).
- ❑ Food and beverage services (restaurants, cafes...).
- ❑ Transport services.
- ❑ Travel booking services (travel agencies).
- ❑ Cultural services (museums, churches...)
- ❑ Sports and recreational services.
- ❑ Shops.
- ❑ Etc...





5. WHAT IS ACCESSIBLE AND INCLUSIVE TOURISM?

QUALITY OF SERVICES

Quality of services

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To ensure that the tourist resources are accessible and inclusive, is necessary:

- ❑ A good organization of services.
- ❑ Adequate training and preparation of working teams (workers).

These aspects will improve the **quality of services**.



Customer satisfaction





5. WHAT IS ACCESSIBLE AND INCLUSIVE TOURISM?

ORGANIZATION OF THE TOURISM RESOURCES

Organization of the tourism resources

Employment is a right for all

A key aspect of the work teams is the way in which they are organized. This is the **organizational structure**.

Every company is a world and has its own needs.

For this reason, each company has its own organization.

Organization of the tourism resources

Employment is a right for all

The organization of the work equipment is represented through an **organization chart**.

The most common organization chart is :

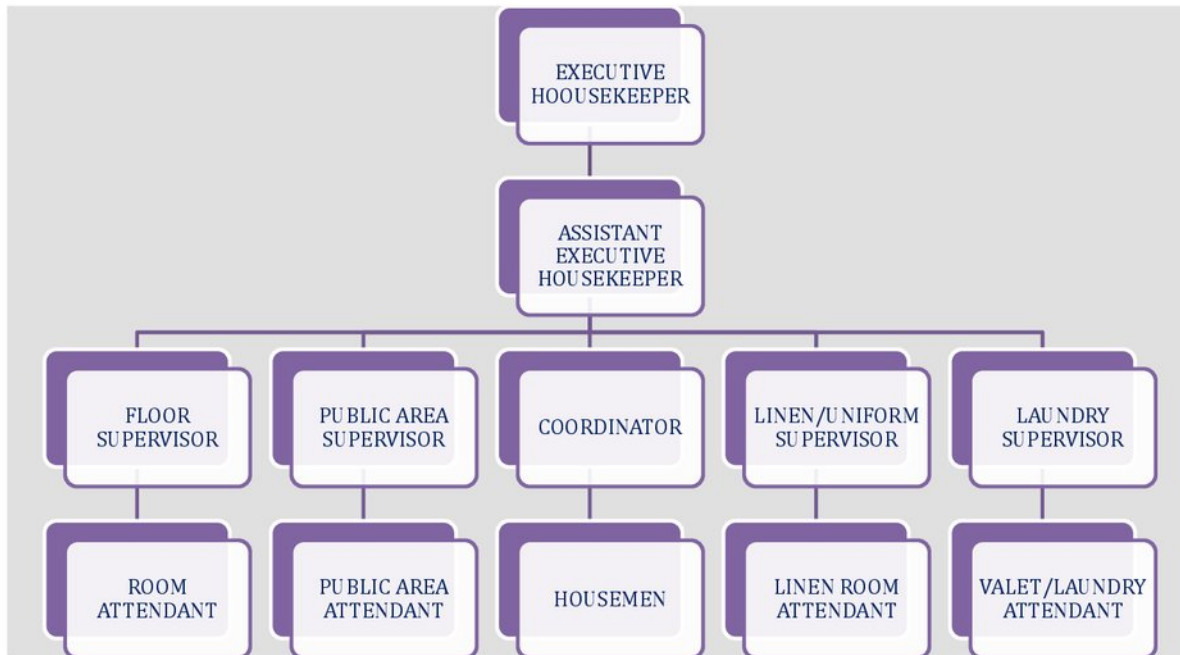


Organization of the tourism resources

Employment is a right for all

Organization chart Example

ORGANISATION CHART
HOUSEKEEPING (LARGE HOTEL, SAMPLE)



Organization of the tourism resources

Employment is a right for all

In the organizations,
the most important resource
is people (**employees**).

An adequate **formation and preparation**
of employees is fundamental to provide a
quality service, oriented to the **customer's**
individual needs.

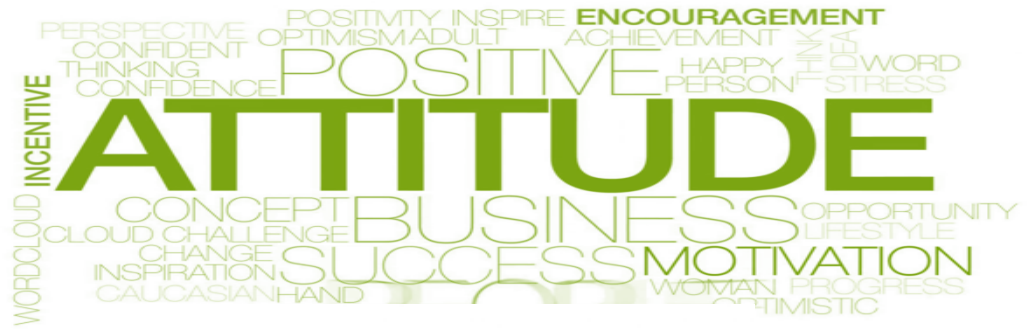


5. WHAT IS ACCESSIBLE AND INCLUSIVE TOURISM?

**ATTITUDES OF A GOOD EMPLOYEE
IN THE ACCESSIBLE AND INCLUSIVE
TOURISM SECTOR**

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How to be a good employee



Attitudes

Employment is a right for all

How to be a good employee in the accessible and tourism sector?



Attitudes

Employment is a right for all

In the accesible and inclusive tourism sector, a good employee should have the following skills:

SOFT SKILLS	HARD SKILLS
<ul style="list-style-type: none">○ Motivation○ Empathy○ Listening skills○ Communication skills○ Social Skills○ Teamwork○ Conflic resolutions○ Collaboration○ Discretion / Confidentiality○ Selfcontrol○ Not to judge○ Self-reliance.○ Focus on customer needs○ Take charge	<ul style="list-style-type: none">○ Knowledge of its functions, obligations and responsibilities.○ Operative skills:<ul style="list-style-type: none">• Performance labor tasks.• Operation of machinery• Knowledge of protocols and procedures.• Etc...○ Digital skills.

Remember that...

- ✓ All people have capabilities and limitations.
- ✓ All people have the same rights.
- ✓ Employment is a right.
- ✓ In this case, persons with disabilities can also and must be part of the work teams of tourism resources and enjoy them.



Existing enterprises and activities need to invest in the **improvement** of its accessibility conditions and in the improvement of the quality of its services (through the improvement of the skills of their human resources).





5. WHAT IS ACCESSIBLE AND INCLUSIVE TOURISM?

EXAMPLES OF GOOD PRACTICES

Examples of good practices

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Campus Diversia



Promoted by AMICA, is designed as a **reference in Social Inclusion, Employment and Environmental Education**, seeks to become a national benchmark in the field of education, disability, chronic illness and people in situations of vulnerability and social exclusion through the formation of social labour, in the custody of the territory, rural development and the activities in the natural environment.

It aims to become a center of labour resources and environmental reference both for the social entities, promoting in the institutions and families the participation and social inclusion, community development , the autonomy of the most vulnerable and excluded persons, and the full exercises of their rights.

Examples of good practices

Employment is a right for all



Druga Violina Restaurant



The film **"What We Do"** by director Maja Šubarič Mahmuljin, which portrays the work in the Druga violina restaurant that employs special needs staff, has won at the Manhattan International Film Festival in New York.

The film **"Pri našem delu" ("What We Do")** is an inspiring portrait of an individual with Down syndrome, who leads a satisfying, full and active life. It is very explicit in representing the integration of special needs individuals in regular environments, which is simultaneously an excellent sign of the open attitude of the community in Ljubljana and Slovenia.



Examples of good practices

Employment is a right for all



Professional Training



CERCIGUI is an entity that offers a wide range of professional training so that people with disabilities develop work skills and have greater opportunities for job insertion in the ordinary labour market.



4. CONCLUSIONS



Conclusions

Employment is a right for all

Accessible and inclusive tourism has a threefold purpose:

- 1) **Improve customer satisfaction.** For all customers, regardless of their needs.
- 2) **Generate employment opportunities** for persons with disabilities.
- 3) **Generate a new business model:** where entrepreneurs see an opportunity to increase customer demand, making their resources most accessible and inclusive.

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UNIT 1

**EMPLOYMENT IS A RIGHT FOR ALL.
RELEVANCE OF EMPLOYMENT FOR
PERSONS WITH DISABILITIES.**

ONLINE SESSION

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UNIT 1: EMPLOYMENT IS A RIGHT FOR ALL

Online session



Activity 1



Why is important for you to get a job?

Write your opinion and answer this question:

Why is important for you to get a job?



Activity 2

The voice of experience.

1. Watch the video
"My experience in the labour market".

2. Answer the following questions:

- *What are you doing to get a job?*
- *Have you ever worked?*




Activity 3

VideoQuiz



Watch the video «**Accessible Tourism**»
and answer the questions.



VideoQuiz - Inclusive Tourism

Watch the video "Accessible Tourism" and complete the questionnaire.

Sensitive: ☒ Upper/Lower Case
☒ Accents

Start

Activity 4

Labour Skills





LABOUR SKILLS

Relates each word to the corresponding image.

2
NUM. TRIES

Start

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