



Sharing skills for Work-based Learning (WBL) in VET for Europe's hospitality sector

Skills Swap is an Erasmus+ Key Action 2 project. It is a Strategic Partnership for vocational education and training (VET) - Cooperation for innovation and the exchange of good practices

SKILLS SWAP PROGRESS

Since our first newsletter, the Skills Swap partnership finalised our first 'Intellectual Output', the 'Skills Swap Methodological Framework'. This is a technical study that investigates opportunities and issues in the Skills Swap approach and designs the overall approach. It comprises a presentation of the current situational analysis in the involved countries of the partnership and their hospitality sectoral contexts relating to the labour market trends, skills shortages and initial indications for the location of skills swapping. This was accomplished through engaging with companies and stakeholders to gain their detailed perspectives as well as desk research focused on the hospitality sector, as it cautiously emerges from the Covid-19 pandemic. Each partner has an Advisory Group of stakeholders, with which it consults. We are now completing our second Intellectual Output, which is a specification of the role and competences required for the 'Skills Swap Coordinator' - the staff in the VET system who organise skills swaps with companies and employees.



IO1: THE METHODOLOGICAL FRAMEWORK

THE RESULTS

IO1 was led by DIMITRA and was implemented through a methodology that involved qualitative research with sector companies, practitioners and stakeholder providers to deepen understanding of issues and solutions, case study identifications, interviews and write-ups and review of relevant studies and methodologies. The methodological framework was then produced by DIMITRA with RINOVA 's guidance through the combination of the partners' national reports on specific issues. The results are documented below:

1 Common skills gaps

- communication
- following procedures
- paying attention to details
- professionalism
- flexibility and adaptation to job roles
- digital skills / ICT and digitalization in tourism
- quality customer service
- fully supporting an excellent customer experience

3 Timing

Some companies had very definite ideas and specific opinions about when to arrange 'Skills Swap' while others about how long it should last.

5 Formalisation

The Skills Swap procedure has to be formalised – companies have to have some guarantees – and it has to be supported, but it must not be over-bureaucratic.

2 Soft & Hard Skills

Some issues relate to what is known as 'soft' skills – being adaptable, communications, presentation, teamwork and so on; others relate to quite specific 'hard' skills linked to particular tasks involved in the specific job, many of which are changing over time.

4 Issues' Clarification

Examples: How to ensure that the employees will not be 'poached' by the other companies? What support would they get to set up the swaps and run them properly, without it all getting too complicated or bureaucratic?

Download here the

[Skills Swap IO1 Results Infographic](#)

[Skills Swap IO1 Executive Summary](#)

IO2: THE SKILLS SWAP CO-ORDINATOR

THE PROGRESS on the research

The Skills Swap IO2 'VET practitioners' role specification and competency matrix: Skill Swap Co-Ordinator' refers to the person specification / job description and a matrix of knowledge, skills and attitudes that are based on the main results and competences identified in IO1. The Skills Swap Consortium is trying to identify what a VET practitioner needs to be able to do when facilitating hospitality skill swaps amongst employers, what are their responsibilities and tasks and what standards should they be using to structure their role.

FU that leads IO2 with RINOVA 's guidance, shared with the partners the main competences to be analysed for the person specification on the Skills Swap Coordinator. The partners have been allocated with specific competences and were asked to identify the respective KSAs that make up the Skills Swap Co-ordinator profile. The development was made based upon IO1 report and

conclusions while the competencies will form the basis for the IO4 Curriculum development.

The Skills Swap Co-ordinator Role specification and Competency Matrix report is finalised. The Occupational Profile:

- is a mutually agreed Role Description which defines the purpose and function of the Skills Swap Coordinator,
- describes the Occupational Domains that capture the competencies required to effectively carry out the coordinator function
- outlines the skills, knowledge, aptitudes and experience required to be competent as an effective and competent skill swap coordinator through eight key 'competence areas' which were explored and highlighted as relevant in the National Reports.

The 3rd Transnational Meeting in Malaga!

What we gained and what's next for Skills Swap

The partnership held on September, 16th & 17th the 3rd full Transnational meeting in Málaga, Spain. The meeting was the first in-person and 'hybrid' (online participants) as well for the Skills Swap project. Partners were excited to meet and work together on the project 'in the flesh'. Our hosts, Sextaplanta, for whom this is their first Erasmus+ project, impressed their more experienced colleagues with their generous and well-organised hosting! All partners would also like to thank Cámara Málaga for providing us with the meeting venue. The next Skills Swap in person meeting is expected to be held during next year.



The meeting was focused mainly on the completion of the IO2 Role Specification and Competency Matrix of the Skills Swap Coordinator. For this, a workshop was conducted led by FU in order to improve, make suggestions and finalise the Competency Matrix. Also, RINOVA for IO3 conducted another mini-workshop/brainstroming in order to introduce the partners to the idea of a 'persona profile'.

Next steps for the Skills Swap project include the implementation and completion of IO2 through user review and validation as well as the beginning of the third IO – an imaginatively designed handbook that will enable employers to identify and define their own aims for a skills swap programme. We continue to work together on the project, for more information about the project visit the





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