



# CS.Tour

November 2015



## Cultural Awareness & Social Skills Key competences

### *Trained for Tourism...*

We can safely say that **Cultural Awareness** and **Social Skills** are considered among the top skills for employability in the Tourism and Hospitality sector.

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**Cultural awareness** is a vital skill when we have to interact with people from other cultures since people see, interpret and evaluate things in a different way. What is considered an appropriate behavior in one culture is frequently inappropriate in another one.

On the other hand, **social skills** are abilities to act in the social surroundings and include cooperating with other people, interacting with them and building effective relationships.

- ◆ Why do we do things in that way?
- ◆ Why do we react in that particular way?

The CS.Tour project aims to develop a customized training course for those working or interested to work in the tourism and hospitality industry, to develop appropriate interpersonal and cultural awareness skills, the ability to recognize cultural differences in personal values and behaviour and acquire the know-how to manage cultural diversity on the basis on their own identified needs.



## CS.Tour project: Rational & Objectives

The European Parliament and the Council of 18.12.2006 recommended a European Framework for Key Competences for Lifelong Learning. This European Reference Framework (ERF) identifies and defines for the first time the **8 Key Competences (KC)** that citizens require for their personal fulfillment, active citizenship and employability and need to be instilled at all stages of education and training.

CS.Tour project, contributing to the development of a European Area of Skills and Qualifications, is using innovative methods to give real opportunities for those already working or to Learn, Certify and Maintain the following two (2) European Reference Framework Key Competences (KC) in that regard:

- ⇒ **KC No 6 “Social & Civic Competence”** and
- ⇒ **KC No 8 “Cultural Awareness & Expression”**

The methodology is based on the product of Leonardo da Vinci CERF project, CERF project. CS.Tour will further develop the CERF products which correspond to the European Qualification Framework (EQF) level 4-5.



### KC6: Social Competence

The core skills of SOCIAL COMPETENCE include the ability to communicate constructively in different environments, to show tolerance, express and understand different viewpoints, to negotiate with the ability to create confidence, and to feel empathy.

### KC8: Cultural Awareness & Expression

The foundation of communication! It involves the ability of standing back from ourselves and becoming aware of our cultural values, beliefs and perceptions. Personal, interpersonal and intercultural competence cover all forms of behaviour that equip individuals to participate in an effective and constructive way in social and working life.

## CS.Tour for Tourism sector:

### *Is it for me?*

#### I am a TRAINER:

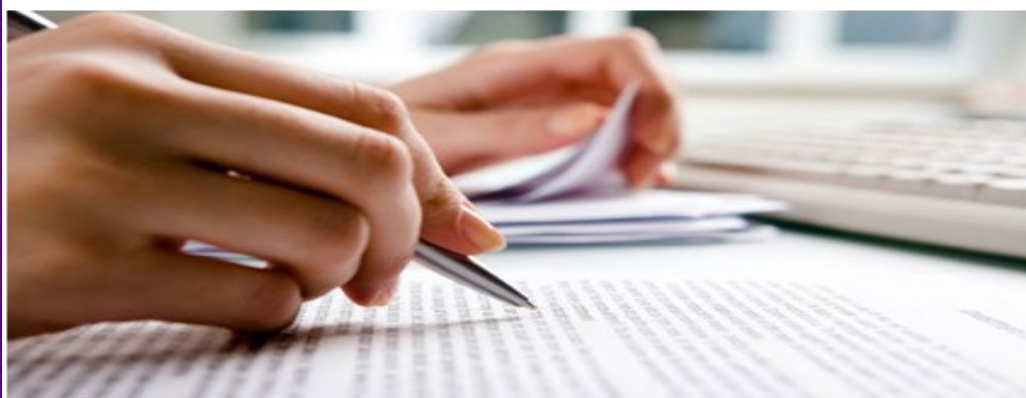
CS.Tour provides you with resources, workshops, products and best practices that will assist you in providing successful training sessions.

#### I am a TRAINEE:

CS.Tour is offering you the opportunity to certify your knowledge, skills and attitudes in 2 ERF KCs 6 & 8, for your personal fulfillment and professional development in the tourism industry.

## CS.Tour: Main Outputs

1. **Training Needs Analysis** for KCs 6 & 8 in the Tourism Sector
2. *For developing Key Competencies related to ERF KCs 6 & 8:*
  - **Modular Training curriculum**
  - **Methodological Guide and Trainers Toolkit for KCs 6 & 8**
  - **Trainees Syllabus for KCs 6 & 8**
  - **E- platform with learning material and resources**
3. **Accreditation Scheme** for **Certifying Cultural Awareness & Social Skills in Tourism** according to EQF level 4-5.



## Research in Progress

CS.Tour Partnership has already started working on the first Intellectual Output, the **Training Needs Analysis**, which is structured under:

- **Desk research,**
- **In-depth Interviews** and
- **Focus groups.**

The research process has started in November 2015 and will be finalized in April 2016, through the development of a **cumulative report** which will include current trends, common needs and possible solutions at European level.

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## CS.Tour Partnership

Nine (9) partner organizations from 5 different EU countries (Greece, Spain, UK, Sweden & Cyprus), all involved in Human Resources development and support services to tourism and hospitality sector, have joined forces through the CS.Tour project consortium in order to research, identify and analyze needs and barriers of stakeholders involved in the tourism and hospitality sector in relation to KCs 6 and 8.

The structure and the geographical distribution of the consortium seeks to guarantee **the proper implementation of the entire project's stages and outputs** as well as **the more intensive and widespread sustainability of the project's results and products**.

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### CS.Tour Partnership:

1. DIMITRA Educational Organisation - GR
2. ACTA - GR
3. DOCUMENTA - ES
4. PCT de Noja - ES
5. RINOVA - UK
6. Learn Train Recruit - UK
7. Folkuniversitetet Uppsala - SE
8. M.M.C Management Center - CY
9. Larnaka Tourism Board - CY

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### Project Partners :

