

# Presentation of the project "Care for a guest with special needs"



Maja Postoglu, prof. soc.ped.

- The project was running from January 1, 2020 to December 1, 2020. The extension of the deadline was due to a pandemic that made it impossible for project activities to take place during online classes.

## Project partners

- Project coordinator: Srednja škola Centar za odgoj i obrazovanje
- Partner schools: Centar za odgoj i obrazovanje Slava Raškaj
- Centar za odgoj i obrazovanje Vinko Bek
- Elektrotehnička škola

# Partner selection

- The project coordinator, Srednja škola Centar za odgoj i obrazovanje, is an institution that educates students with intellectual disabilities. As the goal of the project was to write a manual and create open educational resources related to providing catering and tourism services to guests with different types of disabilities, we needed partners specializing in other types of disabilities. Therefore CZOO Slava Raškaj in the project was responsible for hearing impairment, and CZOO Vinko Bek for visual impairments. The Electrical Engineering School provided us with technical support in the development of the Manual and the transfer of content into a virtual form.
- Through project activities and cooperation with other partners, it was clear that the choice of partners was good. All partners performed their activities on time and with quality.

# Project progress

- January 2020: project start, first announcements, partner meeting
- February-April 2020: writing the Handbook, conducting preliminary evaluation questionnaires with students, meetings with partners (online, due to the transition to online teaching and strict epidemiological measures)
- May-June 2020: Recording of open educational content related to the Manual, project meetings (online), expert review of the Manual
- July-September 2020: graphic processing of the manual, processing and publication of open educational content (videos) and publication of the Manual in printed and online form
- September-November 2020: dissemination of project results, announcements, announcement on TV, education for students and project evaluation
- December 2020: Project Report

# Project results

- Handbook "Caring for a guest with a disability"
  - Printed of 500 copies
  - Published on the website as open educational resource
  - <http://www.ss-centar-odgojioobrazovanje-zg.skole.hr/upload/ss-centar-odgojioobrazovanje-zg/images/static3/1183/File/zadnja%20verzija%20web%20Briga%20o%20gostu%20web%203%5B8086%5D.pdf>

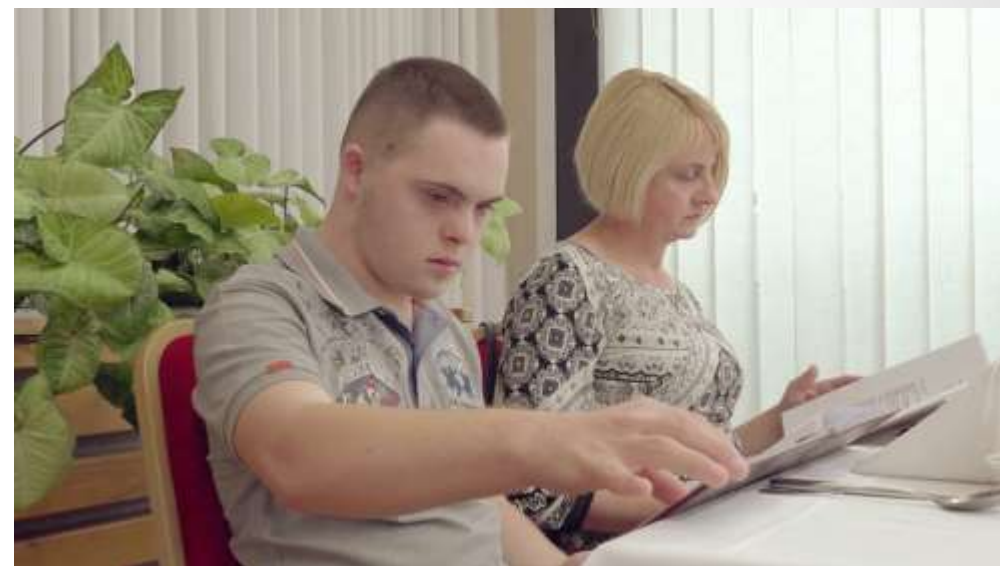


- Projekt je financiran sredstvima Ministarstva turizma i sporta. Ova publikacija izražava isključivo stajalište njenih autora i Ministarstvo turizma i sporta ne može se smatrati odgovornim prilikom uporabe informacija koje se u njoj nalaze.

# Project results



- Open educational resources - video instructions related to the content of the manual
- Available for free online:
  1. Guest with physical disability:  
<https://bit.ly/3fu9Nde>
  2. Guest with intellectual disabilities:  
<https://bit.ly/3iZXQOL>
  3. A guest with autism spectrum disorders:  
<https://bit.ly/2ZleYqi>
  4. Guest with hearing impairment:  
<https://bit.ly/2Okmsn9>
  5. Guest with visual impairment:  
<https://bit.ly/2WgmTmN>





# Evaluation

- Project evaluation was conducted at several levels:
- 1. Evaluation conducted with a group of students before and after the training, which shows significantly better results in the correct treatment of a guest with a disability after the training. We thus evaluated the content of the Handbook and open educational content.
- 2. Evaluation conducted with persons present at the training for employees in the catering and tourism industry showed that persons working in tourism are rarely trained to work with guests with disabilities, that they need and want to increase their knowledge in these areas and that such training is of great importance for the better performance of their work.
- 3. Expert reviews of prof. dr. sc. Lelia Kiš Glavaš from the Faculty of Education and Rehabilitation and Mr. Mladen Marušić, a professional cooking teacher, advisor, show the quality of project results in a professional context.

# Dissemination

Special attention is attached to the promotion and visibility of the project and its results.

The project and manual "Caring for a guest with a disability" was promoted:

1. September 9, 2020. on National TV (Dobro jutro Hrvatska) the project was presented
2. September 11, 2020 in Zaprrešić in cooperation with the Tourist Board of the City of Zaprrešić
3. September 29, 2020 in cooperation with the Zagreb Tourist Board - online education for employees in tourism and catering was held
4. November 12 at the Inter-County Professional Council of Teachers in the Vocational Education System Working with Children with Developmental Disabilities for Zagreb, Krapina-Zagorje, Sisak-Moslavina, Varaždin, Koprivnica-Križevci, Bjelovar-Bilogora, Međimurje County and the City of Zagreb, the Agency for Vocational Training education and adult education.
5. In cooperation with the Tourist Board of the City of Zadar, additional copies of the manual were printed as a Christmas present for tourism employees, and we are expecting the promotion of the manual in Zadar during January.
6. In cooperation with the Croatian Chamber of Trades and Crafts, copies of the manual for craftsmen in the hospitality industry were printed, and the presentation of the manual is planned in the coming months.
7. In February or March, we will also receive training for tourist guides about these facilities, in cooperation with the Tourist Board of the city of Zaprrešić.
8. Many dissemination activities also took place in partner institutions for employees and collaborating institutions
9. October 25, 2020 radio broadcast about the project on Radio Marija was done



# Dissemination

- In addition to cooperation with numerous tourist boards, the value of this project was recognized by the Croatian Chamber of Trades and Crafts and the Agency for Vocational and Adult Education.
- The project was promoted on the websites of all partners
- A poster was printed and was displayed in a visible place in all partner schools, as well as at assemblies where we promoted the project (attached to the Report)

# Project poster

## BRIGA O GOSTU S POSEBNIM POTREBAMA

Projekt Ministarstva turizma

**Nositelj projekta:**

Srednja škola-Centar za odgoj i obrazovanje, Zagreb



Srednja škola - Centar  
za odgoj i obrazovanje,  
Zagreb, Žagonska 14

**Partneri:**

Centar za odgoj i obrazovanje „Vinko Bek“, Zagreb

Centar za odgoj i obrazovanje „Slava Raškaj“, Zagreb

Elektrotehnička škola, Zagreb



**Ciljevi projekta:**

- izrada priručnika "Briga o gostu s posebnim potrebama"
- izrada otvorenih obrazovnih resursa povezanih sa sadržajem priručnika
- senzibilizacija učenika i radnika u turizmu i ugostiteljstvu za potrebe gostiju s invaliditetom
- jačanje kompetencija radnika u turizmu i ugostiteljstvu kao i učenika u tom sektoru za rad s gostima s posebnim potrebama
- podizanje kvalitete rada s gostima s posebnim potrebama
- postavljanje temelja za razvoj budućeg standarda zanimanja i kvalifikacija proširenog kompetencijama potrebnim za rad s gostima s posebnim potrebama
- postavljanje temelja za uvođenje izbornog modula u ugostiteljstvu
- promocija zanimanja iz sektora turizam i ugostiteljstvo u lokalnoj zajednici

Trajanje projekta: siječanj- rujna 2020.



Srednja škola - Centar  
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# Project follow-up

- We plan to intensively promote the project further, because its results are extremely important for stakeholders in Tourism and Catering, but also for people with disabilities, which has been recognized by many Tourist Boards in Croatia.
- We are considering expanding this project internationally in the coming periods

We thank the Ministry of Tourism and Sports for recognizing the importance of this project and financially supporting us in its creation and implementation.