

TRENDS AND SKILL NEEDS IN THE TOURISM SECTOR

INTERNATIONAL WORKSHOP

29 - 30 APRIL, 2004

Halle (Saale), Germany

General information

Conference venue

Dorint Hotel Charlottenhof
Dorotheenstr. 12, 06110 Halle/Saale, Germany

Travel Arrangements:

By Plane

Airport Leipzig-Halle, 30 € by taxi to Halle, Express train to Halle Central Station each 30 minutes
Airport Berlin (Schönefeld, Tempelhof, Tegel), 2 hours by train to Halle Central Station

By Train

5 minutes walk from Halle Central Station to Dorint Hotel

By Car

Following the Highway A9 and A14 direction Halle Zentrum

Organisers

European Centre for the Development of Vocational Training (Cedefop)
German Federal Ministry of Education and Research (BMBF)
Institut für Strukturpolitik und Wirtschaftsförderung (isw)
Fraunhofer Institute for Industrial Engineering (Fraunhofer IAO)

Conference fee

Free of charge

Target groups

Representatives from policy, social partners, research and business with a particular interest in activities and results in the field of 'Early identification of skill needs' in the tourism sector

Working language

English

Press

Press conference on Thursday April 29th at 13.00, press release

Booking

Registration form available at <http://www.trainingvillage.gr/etv/default.asp>, look under the section 'Projects and Networks'

Agenda

Thursday 29.04.04		
<i>09:30 – 10:00 Registration of participants</i>		
Introductory session 10.00 – 10.10 Address by host: <i>Lothar Abicht, isw, Germany</i> 10.10 – 10.20 <i>Hans-Jochen Marquardt, Beigeordneter für Kultur, Bildung und Sport der Stadt, Germany</i> 10.20 – 10.30 <i>Stavros Stavrou, Cedefop Deputy Director</i> 10.30 – 10.45 <i>Gudrun Steeger, German Federal Ministry of Education and Research (BMBF), Germany</i> Presentation of the FreQueNz network 10.45 – 11.00 <i>Manfred Tessaring, Cedefop</i> A newly created international network in the field of early identification of skill needs – Skillsnet		<i>Moderator: Henriette Freikamp, isw, Germany</i>
<i>11.00 – 11.30 Coffee break</i>		
Plenary session Recent trends and developments in the sector of tourism 11.30 – 12.00 <i>Piet Jonckers, European Commission, DG Enterprise, Tourism Unit</i> Keynote: General trends and skill needs in the tourism sector 12.00 – 12.15 Discussion 12.15 – 12.45 <i>Henriette Freikamp, isw, Germany</i> Tourism trends in Germany 12.45 – 13.00 Discussion		<i>Moderator: Stavros Stavrou, Cedefop Deputy Director</i>
<i>13.00 – 14.30 Lunch break and parallel press conference</i>		

14.30 – 18.00	Two parallel sessions	
Working group I	Changing occupations and skill requirements in the tourism sector <i>Marion Joppe, Director, School of Hospitality & Tourism Management, University of Guelph, Canada</i> Changing occupations and occupational identities in hospitality and tourism: the case of Canada <i>Olga Strietska, Cedefop</i> <i>Alena Zukersteinova, National Observatory of Employment and Training, NTF, Czech Republic</i> Factors shaping occupational identities in the tourism sector: research from Spain, Czech Republic and Greece <i>Riina Glinskihh, Hotelzon International Ltd /Tartu University, Estonia</i> Hotel Distribution Networks and Revenue Management in tourism industry and related skill needs	<i>Moderator: Alexander Karapidis, Fraunhofer IAO, Germany</i> <i>Rapporteurs: Susanne Liane Schmidt, Bernd Dworschak, Fraunhofer IAO, Germany</i>
Working group II	New trends and developing services in tourism <i>Katja Gottwik, Marbella Club Hotel – Golf Resort & Spa, Spain</i> New trends and developing services in luxury tourism <i>Vera Berthold, Natko e.V., Germany</i> Barrier-free tourism for older and handicapped tourists and related skill needs <i>Bozidar Sisevic, National Observatory, Montenegro</i> Two recent surveys regarding the employment needs and training needs in Montenegro – demand for employment and training	<i>Moderator: Henriette Freikamp, isw, Germany</i> <i>Rapporteur: Ralf Mytze, WZB, Germany</i>

20.00 Dinner

Friday 30.04.04

09.00 – 10.30	Summary of the results of the parallel sessions: rapporteurs' presentations from previous day discussion Discussion	Moderator: Andreas Fiedler, isw, Germany
10.30 – 11.00	Coffee break	
11.00 – 12.45	Plenary session Transfer of research results into policy and practice in the field of early identification of skill needs in the tourism sector: examples of approaches <i>Teresa Gaspar; Vera Beleza, INOFOR, Portugal</i> Strategic Plan for Tourism in Portugal <i>Stefan Ritter, Sebastian-Kneipp-Schule, Germany</i> Wellness tourism and skill needs – how to put them into qualification practice <i>Mihály Szabó, 4P4U Investment, Development & Marketing Related Services, Hungary</i> Research on tourism trends in Hungary and the transfer into tourism education <i>Jovan Popesku, CenORT, Serbia</i> Research on tourism trends in Serbia and the transfer into tourism education	Moderator: Olga Strietska-Illina, Cedefop
12.45 – 13.30	Closing plenary session <i>Olga Strietska, Cedefop:</i> Research on early identification of skill needs and future Skillsnet activities in the tourism sector Discussion Concluding remarks: <i>Bernd Dworschak, FreQueNz network, Germany</i> <i>Stavros Stavrou, Cedefop Deputy Director</i>	Moderator: Manfred Tessaring, Cedefop
13.30	Official closing of the workshop; snack	

14.30 – 16.00 Optional networking sessions on international cooperation

Cultural programme

A dinner will be organised on Thursday, 29.04.04. Every participant has to pay himself or herself (à la carte).

A sightseeing tour will be organised on **Saturday, 1.05.04.**

Organisation of both cultural events are subject to a sufficient number of people showing interest in taking part in them. If you are interested please indicate it on the registration form.

Address of the organisers

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