

TRAINING #3
STANDARDISATION, SAFETY AND SECURITY IN TOURISM

Basic information

<i>Type of training</i>	Informal education
<i>Duration</i>	2 days
<i>Level of difficulty</i>	Advanced
<i>Mentor</i>	Miroslav Ivanović, PhD in Tourism
<i>Topics</i>	<p>Standardization and quality of the services in the hotel and other accommodation facilities - significance, procedures and benefits of introduction</p> <p>A Food Safety Standards – significance of the introduction of recognized and additional standards & certifications in F&B sector</p> <p>Other standards - providing a competitive advantage in the tourism market by introducing voluntary standards in the business process focused on ecology, nature protection and outdoor activities</p> <p>Contemporary safety challenges – introduction of a Global Safety Stamp and the future of travel & tourism caused by Covid-19</p>
<i>Main goals</i>	Improving knowledge in the field of standardization and quality of the services offered in regional tourism tours (accommodation, F&B, management, communication, environmental standards, safety and health protection and protocols)
<i>Expected results</i>	Participants introduced to the importance of standardization and the quality of services as an important factor in ensuring regional competitiveness in tourism

Training Content and Metodology

<i>Content & Training Flow Description</i>	<p>Theoretical content - Presentation and understanding the concept of mandatory and voluntary standards in tourism sector. Introduction of mandatory standardization and quality of the services in the accommodation facilities; mandatory and voluntary food safety standards (ISO 22000, HACCP, IFS, BRC global standard for safety, FSSC) and other standards focused on ecology, nature protection and outdoor activities as added value standards (Slow food, Clean&Safe, Bike friendly, Ecolabels and Standards for Greener Products, etc). Introduction of safety and security standards and protocols in tourism in accordance with modern trends and recommendations of international health and tourism institutions (Safe Travels Protocols, Covid-19).</p> <p>Practical work – Training supports the active participation of all participants and conducting dialogue and discussion on the advantages and disadvantages of introducing standards and their application in tourism sector and the realization of tourism tours.</p>
<i>Metodology</i>	Ex Cathedra, presentation, dialogue, discussion

Logistics

<i>No. of participants (max 10)</i>	5 - 10 (service providers - tour operators, guides, F&B service representatives, accommodation providers, outdoor activities service providers...)
<i>Location</i>	- indoor or covered space with tables and chairs
<i>Necessary tools and equipment</i>	<ul style="list-style-type: none"> - a projector and projection screen - flipchart with paper - markers (different colors) - laptop computer - working paper - internet connection