

IO I - INTELLECTUAL OUTPUT I

Mapping of Tourism related professions where low-skilled migrants are mostly occupied

Activity 2: In depth analysis of offered training programmes and materials specialized in migrants' upskilling

NATIONAL REPORT ITALY

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1. Introduction

1.1 Purpose of the report

The **main purpose** of this report is to identify and summarise for Italy:

- The current state in migrant's knowledge, skills and competence working in the gastronomy and tourism sector to identify the gap between training offers and the sector's needs,
- The existing migrant-oriented training materials and programme (curricula) regarding the qualification of low-skilled migrants in the tourism sector.

In this way, the report contributes to laying the basis for the design of a common methodological approach focusing on typical and intercultural skills required for a successful labour market inclusion of migrants in the tourism sector.

In terms of I.O. activities, BK Consult is the responsible lead partner for the mapping of the positions within the tourism sector where migrants are mostly needed as well as the conduction of an extensive research on training programmes currently offered by VET providers in the three participating countries, with the active support of AKMI Katartisi Ekpaideusi and CESIE and the participation of all partner organisations.

This Report was jointly developed by CESIE and IDP European Consultants.

1.2 The country specific VET system in a nutshell

In Italy, there are no specific training available for migrants in the Tourism sector. Most of the current training is included in the secondary or higher education system, and very limited training is available at VET level.

According to the OECD, secondary education should prepare pupils either for higher education or to entry the labour market. In Italy, secondary education (from 14-19 years old) offers a choice among:

- 1) high schools
- 2) technical institutes (ITS - Istituti Tecnici Superiori)
- 3) vocational and educational training (VET - Istituti Professionali).

In 2017, secondary education represented the main level of education for new hires (65%) in tourism. The VET qualification is the most requested with 37.7% of the works offers¹.

In Italy there are more than 411 autonomous hospitality schools (Istituti alberghieri)² that can provide training courses of three, four or five years, in addition to an unknown number of courses for hospitality located within various institutes. There are also approximately 259 autonomous technical institutes for tourism (Istituti Tecnici per il Turismo), which offer five-year training courses.

Secondary education specialised in tourism include the upper secondary school diploma in tourism (Diploma di istruzione secondaria superiore ad indirizzo tecnico per il turismo).

¹ Datatur - Trend e statistiche sull economia del turismo - febbraio 2018 - Federalberghi

² Ministry of Education - SIDI Portal – Vedo Chiaro

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In Italy, within the so-called long chain of job-oriented technical and vocational education and training (VET) a major role is played by higher technical education and training pathways (IFTS - Istruzione e formazione tecnica superiore).

Alongside technical institutes (ITS - Istituti Tecnici Superiori), IFTSs aim at strengthening technical and technological skills and know-how, while accounting for a relevant part of the national curriculum. IFTS courses last maximum two semesters (800 – 1000 hours) while ITSs courses last maximum three semesters (1800-3000 hours).

In Italy, there are no training specifically addressing specific features for migrants in the Tourism sector at VET level. This theme is instead often relegated as a minor content in the curricular path.

Tourism-related university courses have increased in Italy in recent years (+18% over five years). This abundant supply makes urgent to ensure that all courses meet the needs of tourism businesses and generate the mechanisms that help young graduates enter the job market, ensuring the sustainable development of the whole sector.

The Italian system for higher education follows the EU Bologna process, with three year degrees and two-year postgraduate courses.

Masters are often aimed at professionals and specialized in micro-sector (i.e. mountain or marine tourism).

1.3 The country specific state of the gastronomy / hospitality sector

The key policy documents regulating the Tourism strategy, which also contains the gastronomy/hospitality sector, in Italy are:

- STRATEGIC PLAN FOR TOURISM DEVELOPMENT (Piano Strategico di Sviluppo del Turismo – PST)³
- STRATEGIC PLAN FOR THE DIGITALIZATION OF ITALIAN TOURISM (Piano Strategico Per La Digitalizzazione Del Turismo Italiano)⁴

Paradoxically, Italy has never had a strategic plan on tourism, despite the importance that this sector has in Italy. Finally, in 2017 the Strategic Plan has been approved, with a time horizon of six years (2017-2022) and aims at the Italian leadership in tourism.

The **STRATEGIC PLAN FOR TOURISM DEVELOPMENT** gives a unified vision of tourism and culture with the aim of placing the tourism sector at the center of the Italy's development policies.

The **STRATEGIC PLAN FOR THE DIGITALIZATION OF ITALIAN TOURISM** proposes an analysis of the reasons why digital tourism in Italy does not find complete fulfillment and proposes the actions to be activated immediately in order to fill the gap.

³ http://www.turismo.beniculturali.it/wp-content/uploads/2017/07/Piano-Strategico-del-Turismo_2017_IT.pdf, Italian Ministry of Cultural Heritage and Activities and Tourism, 2017

⁴ https://www.beniculturali.it/mibac/multimedia/MiBAC/documents/1460024515998_TD_Lab.pdf, Digital Tourism Laboratory (TDLab), Italian Italian Ministry of Cultural Heritage and Activities and Tourism, 2014

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The document was defined with the active participation and contribution of Regions, local authorities, associations of categories, companies and citizens.

The Strategic Plan for the Digitization of Italian Tourism foresees three fundamental areas of intervention:

- **Interoperability and Big Data:** defines the solution proposals on the issues of interoperability, data integration and digital processes in the tourism sector
- **Digital development:** defines action proposals for the digitization of public and private operators in the tourism sector, in order to increase their competitiveness
- **Promotion & Marketing:** defines the proposals for advanced solutions and tools for strategic management, promotion and marketing of the "Italia" tourism product

The main actors in charge of promoting tourism in Italy are :

- Ministry of Cultural Heritage and Activities and Tourism (MIBACT - <http://www.turismo.beniculturali.it/en/>): The Directorate-General for Tourism manages relations with Regional Governments and implements, coordinates and promotes tourism policies in Italy
- Ministry of Agriculture, Food, Forestry and Tourism Policies (MIPAAF - <https://www.politicheagricole.it/flex/cm/pages/ServeBLOB.php/L/IT/IDPagina/202>): elaborates and coordinates the agricultural, agri-food, forestry, fishing and tourism policies at national, European and international level
- National Agency of Tourism (ENIT - <http://www.enit.it/en/>): it pursues the mission of promoting tourism in Italy
- National Observatory on Tourism (OSSERVATORIO NAZIONALE DEL TURISMO): it investigates the economic, social and technological dynamics of tourist interest to provide strategic guidance and indications for effective policy making in the tourism sector

1.4. The country specific employment of migrants in the gastronomy/tourism sector

Compared to previous years in which there has been a continuous increase in the presence of migrants arriving in the country (especially in the decade from 2006 to 2016), the foreign population has not been expanding for about two years now (above all this phenomenon has been recorded for 2018).

As of January 1, 2018, 5.1 million foreign citizens reside in Italy, 8.5% of the total residents.

The level of education of foreigners is still lower than that of Italians: among foreigners aged 15-64, more than half have at most attained a middle school diploma (about 4 out of 10 Italians), 34.7% have a diploma high school and 11.0% have a degree (while 17.8% of Italians aged 15-64 are graduates).

In the labour market, the gaps between Italians and foreigners remain: in 2018 the employment rate (20-64 years) of foreigners is 64.4% against 62.8% of Italians. The unemployment rate decreases less intensely among foreigners, who continue to present higher unemployment (the unemployment rate of foreigners is 14%, against 10.2% of Italians); the inactivity rate is lower for foreigners (28.8%) than for Italians (35.0%), with stronger differences in the South.

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According to the data issued by Istat (The Official National Statistics Institute) regarding the economic results of industrial and service companies, it is observed that the activities of accommodation and catering services play a role of primary importance within the tourism system.

This leading role emerges both within the organization of services and accommodation (hotels and accommodation facilities), and in the context of catering services (restaurants and bars, ice cream and pastry shops, canteens and catering).

The sector examined shows that in 2014 this was made up of 312,013 active companies (i.e. 7.3% of the total), and employed about 1.3 million employees (of which 856 thousand employees), generating a turnover of 71,642 million of euros and an added value of 27,455 million euros.

More in detail, it is observed that housing services have a lower weight in terms of businesses (14.8%) and employees (19.4%), but their incidence increases if we consider the economic value produced, especially in terms of investments made.

Continuing the analysis, it is noted that the production structure of the sector is characterized by the large presence of micro-enterprises (less than 10 employees), which represent 93.9% of the active enterprises, 63.2% of the employees and the 47.4% of the added value of the whole sector.

In this regard, Istat data provide indicators thanks to which it can be understood that there has been a recovery that continued also in 2015 and 2016, albeit with some fluctuations.

In addition to the presence of native and Italian workers from abroad to work in the tourism and hotel sector, there is the addition of immigrant labour which represents an important support to support this sector in continuous growth.

This is because the demand is very high, in relation to the increased demand in the tourism market, for which there is an ever greater need for help provided by immigrant workers.

In 2016, according to Inail (National Institute for Insurance Accidents at Work) archives, foreigners employed as employees in hotel and restaurants were 242,477, meaning 7% of all foreign employees (3,442,676).

The percentage of foreign workers in the gastronomy/tourism sector is 80.6%.

The sectors in which the element of seasonality is most present are the agricultural and tourism-hotel sectors, but while the agricultural sector presents peculiarities that are more adaptable to a male workforce, female employment has instead gained a greater footing in tourism, where women are considered more suitable for work.

The employment of workers is also widespread among seasonal workers, who come specifically from abroad, whose share now reduced compared to the past (13,000 units in 2016 compared to 17,850 employees) and determined through the so-called "decrease in flows".

The legislation on seasonal workers has recently been modified with respect to the provisions previously contained in the Consolidated Law on Immigration (Legislative Decree 286/1998).

In fact, the circular of the Ministry of the Interior n.4725 of 11/24/2016 provided clarifications regarding the application of the new regulation and also specified the availability of 1,500 quotas reserved for multi-year seasonal work applications identified by the 2016 Flow Decree (dpCm 14.12.2015).

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Employers who are interested in hiring foreign nationals for seasonal contracts in the agricultural and tourism-hotel sectors must submit a nominative request to the Single Desk for competent immigration, also through trade associations.

1.5 The country specific survey methodology used

In order to conduct the field research in Italy, two principal methods have been used:

- Distribution of an online survey to tourism stakeholders (hotels, restaurants, tourist guides etc.) and migrant stakeholders (migrant associations, professionals working with migrants, young people with migration background etc.) as well as
- Conduction of interviews and focus groups with professionals from the tourism field who are employing or collaborating with migrant employees.

This combination of methodological approaches allowed for a more comprehensive overview of the Italian situation regarding the employment of low-skilled migrants in the tourism sector as well as the sector's needs and training offers. In this regard, the involvement of migration stakeholders is also of high importance, in order to understand their view on migrants' labour market situation in the tourism field, allowing for the tailoring of the Tour2Include training approaches to all stakeholders' specific needs.

While the online survey has been widely distributed by IDP and CESIE to their stakeholders, thus having a high outreach, the interviews and focus groups have been implemented in Palermo, Italy, which is why they mainly reflect the Sicilian point of view on the current situation of migrants in the labour market and, especially, in the tourism sector. However, with Sicily in general, and Palermo in particular, being a hotspot for (newly arrived) migrants in Europe, the Sicilian tourism stakeholders' view on migrants' competences and their situation in the labour market is of high importance to the project.

1.6 The country specific challenges and problems faced during the survey

The implementation of the field research in Italy at the beginning of 2020 faced various challenges, on the one hand, Italy has been hit extraordinarily hard and earlier as other partner countries by the COVID-19 pandemic, which is why all face-to-face activities have been postponed or cancelled since end of February/ early March. Reaching out to stakeholders and motivating them to participate in the Tour2Include field research has hence been more difficult. On the other hand, people living in quarantine are in front of the screen or on the phone almost all day, which is why the interviews had to be kept concise to not occupy our stakeholders more than necessary. In addition, some of our gastronomy stakeholder are actually working more since the quarantine started due to an increased demand of take-away meals, which lead to decreased availability for interviews and focus groups. Finally, Palermo has a high rate of people in precarious conditions, who have been affected strongly by the pandemic, which is why a lot people have engaged in volunteering and hence have little time on their hands to participate in research.

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2. Evaluation of the generated survey data

2.1 General Statistical In-put – Quantitative survey indicators

- Number of Stakeholders addressed: Online survey sent to ca. 65 stakeholders, 1 interview and 2 focus group with each 2 participants have been implemented
- Number of Responses to the online survey: 4 tourism stakeholders and 9 migration stakeholders
- Number of focus groups: 2 focus groups with each 2 participants

2.2 Evaluation's summary of the filled-in questionnaires by category (Institution or Business)

IO 1 – Mapping of tourism-related positions (housekeeping, bars/restaurants/kitchen) where migrants are mostly occupied

2.2.1 Conducted Interviews and Focus Groups

One interview and two focus group with each two participants have been implemented in Palermo in April 2020. The participants involved were:

- Two representatives of *MoltiVolti*, a restaurant with bar and cafeteria offering Sicilian and Ethnic food from various African and middle-eastern countries “where to savour different cultures”;
- A member of *Associazione MoltiVolti e altrove*, a non-profit providing responsible tourism and travel sharing experiences, in which locals narrate their cities through their own eyes;
- A member of *Palma Nana soc. coop.*, a social cooperative providing students and young people with sustainable tours all around Sicily in combination with environmental education as well as
- A representative of *Wonderful Italy Palermo*, tourist service provider offering authentic travel experiences in collaboration with local tourism stakeholders thus supporting the entrepreneurial spirit and local professional.

Regarding the definition of a “migrant”, a “refugee” and a “mobile EU citizen”, participants agreed on the fact that a migrant is a person who changes places to a country, different from where he or she was born. On the contrary, a refugee is a person who, for reasons connected to war, persecution, poverty or any other situation endangering their life, flees to a different country. The administrative status of refugee is given to those asking the international protection to the EU and has a validity of five years. However, it is to be noted that the situation regarding the administrative status of a refugee is seen controversial in the EU by the participants, since not all refugees are recognised as such. A mobile EU citizen can be defined as a person who is an EU citizen, thus having the liberty to freely, for any imaginable motive, choose their stable living place within the EU. In summing up, the concept of a migrant is more general, including the other two concepts, while it does not give any clues on the motive of the migration.

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In the participants' opinion, the situation of migrants in the Sicilian labour market is difficult. A part from the problems of the Sicilian labour market in general with high rates of unemployment and illegal employment as well as low wages, migrants, due to their fragile position, are even more likely to end up in working situations, in which they are exploited (underpaid, working long hours, illegal employment, no paid recovery days etc.). Their situation, leading to these very poor working conditions, includes high bureaucratic hurdles (e.g. the lack of documents due to very long processing periods of Sicilian authorities, missing recognition of their qualifications from University or professional formations completed in their countries of origin), missing languages skills (of both the migrants themselves and their employers), accompanied by intercultural misunderstandings, as well as a lack in respect of foreigners from extra-European countries, especially people from African, South-American and Asian countries. In addition, they are oftentimes not even aware of their rights, which is why they are less likely to claim them. Nevertheless, participants noted that especially the tourism sector has been growing in Sicily over the past decade and, at least in Palermo, tourism employers have become more aware of the great resources migrants bring with them in terms of employability. Participants noted that the situation might be a little better, since employers of this sector are more likely used to employ and work with foreigners, which is why they are given positions like receptionist (due to their comprehensive language skills), kitchen staff, waiter and cleaning personnel. It has further been underlined that the Palermitan social sector is striving to normalise the situation of migrant employees in every sector, thus contradicting the prevailed national policies of "terror and discrimination" that hinder a successful inclusion and integration of migrants.

Regarding the participants' organisational experiences, they showed themselves very satisfied with their migrant employees. The overall opinion among participants was that their employment did not only enrich the team by making it more diverse, but also that their involvement brought new ideas and perspectives to their working reality. This is true, even though they generally needed to be accompanied a little more than the local employees at the beginning, e.g. training them on the local context.

Wonderful Italy Palermo has been participating in various educational projects, collaborating, among others, with the *Italian Language School for Foreigners of the University of Palermo "IT Astra"* or the church association *Centro Astalli* engaged in the support and social inclusion of migrants and refugees. Within these projects, they aim at the labour market inclusion of migrants, providing them with different forms of trainings and employing them in the back office, where they complete tasks like data insertion as well as, in more practical tasks, in the field of restauration and cleaning. The migrants *Wonderful Italy Palermo* works with are from North- and West-Africa (Egypt, Gambia, Nigeria, Senegal, Ethiopia and Morocco).

MoltiVolte e altrove, is a non-profit association of responsible tourism, which, among others, provides tourists with tours around Palermo, in which migrants living in Palermo narrate their city through their own eyes and experiences. In this context, migrants, momentarily mostly from Senegal, Gambia and Zambia, take the role of "Territorial mediators" showing tourists around Palermo, e.g. touring the historic market *Ballarò*, narrating their experiences and connecting the territory to the topic of migration, sometimes including a part of their own migration experience. Migrants' foreign languages skills make them perfectly suited to take this role. The objective of this project is to change the way, in which migrants are seen, transforming the narrative viewing them as "travellers" who enrich the society with their experiences and resources, entering into contact and initiating a fruitful exchange between locals,

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tourists and migrants, thus valorising diversity as an important good for our societies to thrive. A part from the already mentioned bureaucratic problems, the representative stated no further issues with his migrant employees, which are either employed as collaborator in the projects or on basis of an occasional working contract.

MultiVolti is a co-working space (no profit) and an ethnic Sicilian restaurant (profit).

MultiVolti is a co-working space (no profit) and an ethnic Sicilian restaurant (profit). The restauration part of *MultiVolti* has been a social enterprise with international staff since the beginning. Employees e.g. from Afghanistan (one of the head chefs), Gambia and Senegal (the chefs and kitchen helpers, bar tenders and waiters or Zambia (one of the associates and one of the waters) are mixed with local employees having the same professional roles as their co-workers with migration background. The whole team is characterised by harmonious and joyful relations of trust and mutual respect, which contributes to *MultiVolti's* success as a Sicilian-ethnic restaurant and makes it a model, transferable to other communities. The experience with their migrant employees is to be seen as highly positive, since they also underlined the noticeable learning process and seriousness with whom even the younger employees perform their tasks. Many of *MultiVolti's* employees started the collaboration with an internship and have been employed ever since, as the demonstrated to have the necessary skills and the adequate attitude for this multicultural working place. *MultiVolti* in its daily life carries on and transmits a value that they consider fundamental and is summed up in the slogan: "My land is where I put my feet." It is a form of advocacy that takes place through food and a space made available for all in which there are no differences and the encounter with the other takes place in a dimension of freedom and absence of judgment. Inevitably, the people who attend *MultiVolti* embrace or will embrace this vision of life believing in the fundamental right of people all around the world to freely choose the place to live in.

Palma Nana soc. coop. does not employ migrants for the moment. As possible reasons the representative named migrants' bureaucratic issues, e.g. missing documents, preventing them from applying.

Regarding the necessary skills, interviewees listed the following as important for their structures:

- Language skills (foremost Italian, in addition English or French) – this was the **a** skill emphasised by all five of the interviewees,
- Capacity to work in teams,
- Organisational capacity and time management, responsibility,
- Hard-working,
- Capacity to put the guest and his/her needs first, politeness and courtesy,
- Empathy (active listening),
- Basic digital and computer skills,
- Basic knowledge of Sicily and the local context,
- Confidence / Openness / Capacity to tell stories in an interesting way,
- Professional skills (connected to the position of chef, kitchen helper, waiter etc.) as well as
- Willingness to learn new things.

As for the trainings provided to their employees by the organisations, participants mentioned various topics. They are depicted in the following table.

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Stakeholder	Training offers
Palma Nana soc. coop.	<ul style="list-style-type: none"> - On-the-job training in form of an internship to become "Environmental educator" at the beginning of the working relation (can be part of a Civil Service) - Free training "Cultural mediator"
Wonderful Italy Palermo	<ul style="list-style-type: none"> - Two weeks of on-the-job training for all employees at the beginning - Continuous support to develop necessary skills for special tasks
MoltiVolti (restauration)	<ul style="list-style-type: none"> - Obligatory training of Hazard Analysis and Critical Control Points (HACCP) related to the management of food for the whole staff - Informal peer-to-peer training on the job
MoltiVolti e altrove	<ul style="list-style-type: none"> - Trainings on Human Rights, Project Sustainability and Responsible Tourism - Studying and discussion of Societal Development Models, in which migrants are seen as resource to put the local actions into relation to a bigger picture with all project collaborators

A part from the trainings offered by their own structures, several other training offers were mentioned by the interviewees, among them University courses and masters in tourism, study courses at Professional Institutes of the hotel sector (e.g. Istituto Alberghiero) as well as regional trainings to become a tourist guide, a cook or waiter. It has to be mentioned that neither of them is especially targeted at migrants. Specifically, regarding the enhancement of migrants' employability for the tourism sector, the only programmes, participants had knowledge of, were those, which social organisations, such as CESIE, CSC or Per Esemplio, are offering in the local context. However, these are often times not offered in regular intervals or at long term, since they are foremost connected to specific projects, these organisations are implementing at a certain point in time and hence do not provide sufficient and regular training offers to the target group.

In addition to the positive examples already provided by the involved organisations themselves, participants mentioned several other good practices regarding the work inclusion of migrants in the tourism sector. These are:

- "Cotti in fragranza": a project in the field of restauration, working with young people released from prison, both, locals and migrants, giving them a chance to learn skills related to and work in the restauration sector.
- "Arci Porco Rosso": an association supporting migrants in various struggles of their everyday life, among them legal support as well as labour market inclusion in those sectors, in which they aim to find a job.

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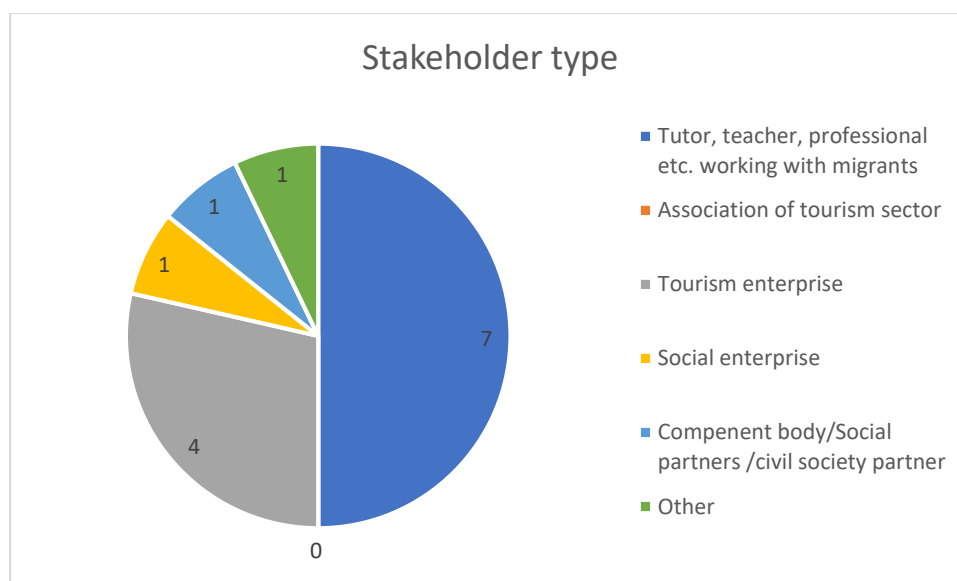
- “Centro Astalli”: the church association does also offer an employment service, supporting migrants to find work in various fields, among which the tourism sector.
- “ITAstro”: the Italian Language School does not only provide foreigners with Italian courses, but does also collaborate with organisations, associations and public authorities towards their labour market inclusion.
- “Ecomuseo Mare Memoria Viva”: the ecomuseum tells the urban and social transformations of Palermo from the post-war period to the present day through testimonies, stories, images and memories. In their cultural and educative activities, they actively include migrants.

Regarding migrants’ training objectives, participants firstly underlined their need to have good Italian language skills. Secondly, they might need a specific training in the tourism sector, depending on the position they want to take. In some cases, further training regarding the personal and social skills, connected to the needed capacities mentioned above, could be necessary. Finally yet importantly, they emphasised the need in training opportunities to foster local employers’ intercultural skills, as they are often not prepared to manage a multinational staff, which may have special requests or needs due to their particular situation. In the eyes of the interviewees, such trainings should involve employers, but also the whole stuff, thus strengthening mutual understanding and enabling them to deal with “critical incidents” in a more positive and collective way of growth.

2.2.2 Online Survey

SECTION 1 – General stakeholder information

The online survey received 14 responses, of which 5 from tourism stakeholders and 9 from migrant stakeholder. The flipchart below indicates the exact type of stakeholders who participated in the survey.



Of the 14 participants, 6 represented private companies, 5 non-profit organisations and 3 did not represent any institution, company or organisation. Of the institutions, 5 had less than 10 employees and 5 were small-sized with 10 to 49 employees and 1 was medium-sized (50-249 employees).

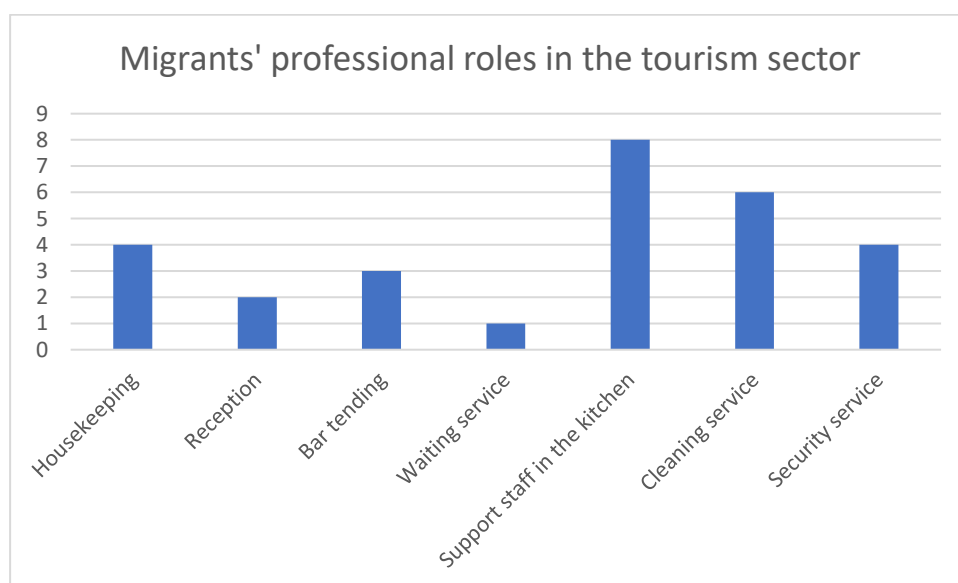
SECTION 2 – Migrants' employability in the tourism sector

We asked the five tourism stakeholders if they employed migrants, three of which answered with 'yes' and two with 'no'. One representative of these tourism enterprises, operating in the field of restauration, touristic tours and info as well as responsible tourism, indicated to employ two migrants, the second one counted four migrant employees and the last one 14 people with migration background. The positions they were employed in were:

- Reception,
- Kitchen helper,
- Waiter,
- Back office worker (data processing),
- Barista,
- Chef,
- Cleaning personnel and
- Intern, collaborating in certain projects.

However, two participants commented the question, stating that there is no predefined list of positions suitable for migrants and that they should be free to choose, whichever role they want to have, depending on their skills and willingness to learn. Two of them indicated to be "very satisfied" with their experience employing migrants, while of them had a "neutral" experience. When asked, if they wanted their employees to attend trainings required for their professional positions during working hours, all of them answered with 'yes'. They would further all be willing to pay for the training, if it was not too expensive.

The migration stakeholders indicated the tourism positions of migrants they know or work with to be predominantly the following:

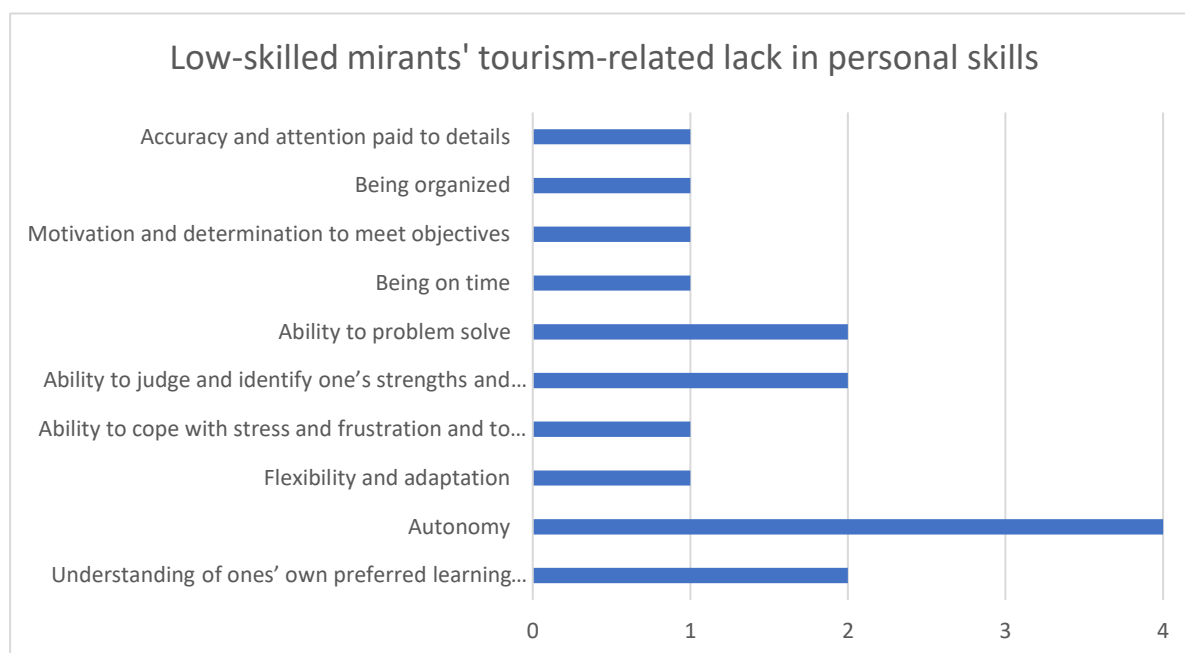


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They further added “tourist guide” to the list. One participant commented that in their opinion, migrants often find themselves in undervalued jobs, when they would be able to take much more professional roles in the tourism sector and in general.

Regarding the personal abilities for the tourism sector, low-skilled migrants might lack, the five tourism stakeholders mentioned the following:

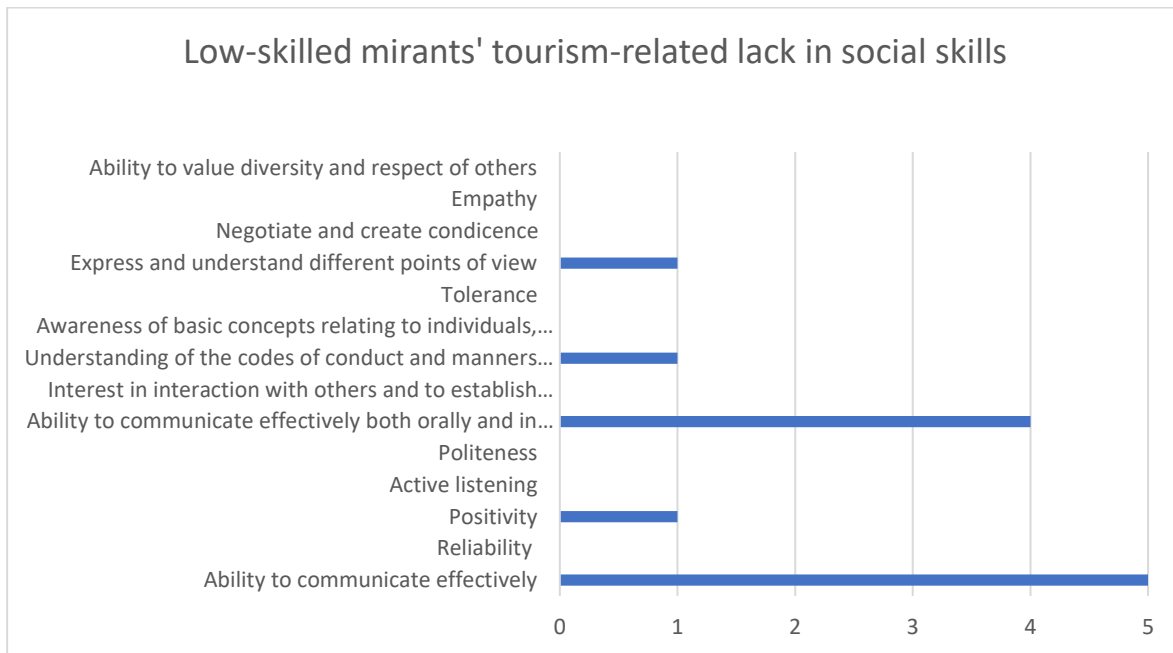


While nobody indicated self-discipline, ability to follow the rules/ instructions, acceptance of feedback, will to discover and learn sense of responsibility, professionalism, patience, self-confidence or hard-working as missing skills.

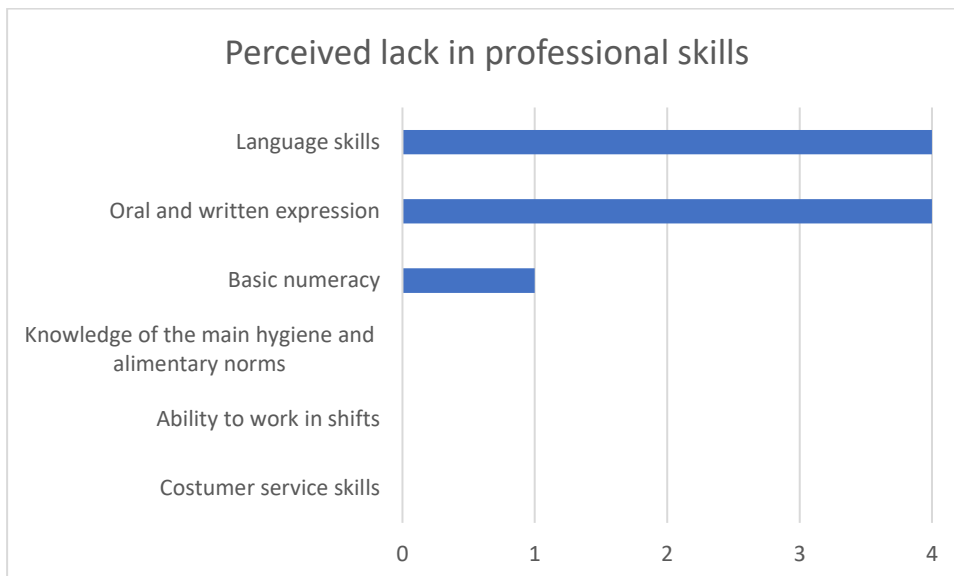
Lack in social skills was seen as following:

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In addition, we asked them evaluate the gap in professional skills for the tourism sector, indicating skills that migrants might lack. The responses are depicted in the following chart.



As other competences, migrants might lack to work in the tourism sector, participants indicated the following:

- Basic knowledge of the tourism sector and the territory,
- Written expression and management qualities,
- Capacity to learn the dynamics of the local culture.

When ask to rank the three most important skills of all those evaluated beforehand, the participating tourism stakeholders stated the following:

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Participant 1: Language skills, expressing and understanding different points of view and capacity of problem solving.

Participant 2: Basic numeracy, oral and written expression and language skills.

Participant 3: Language skills, written expression and knowledge of the territory.

Participant 4: Sociality, good communication skills and sense of responsibility.

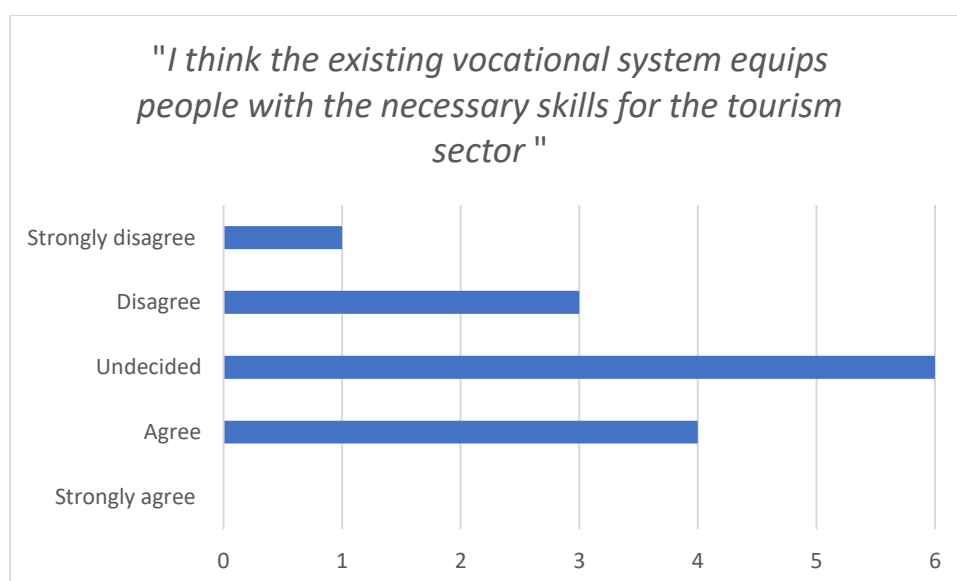
Participant 5: Ability to work in a team, active listening, organization of the work schedule.

When asked about training programmes in the tourism field, participants listed the following:

- "Cultural mediator" course (private programme)
- "Tourist guide" course (private programme)
- Project "Voci del verbo viaggiare" (voices of the verb travel)
- Professional institutes for tourism or hotel (public education)
- Master in Tourism
- Internship in Palma Nana to become an environmental educator.

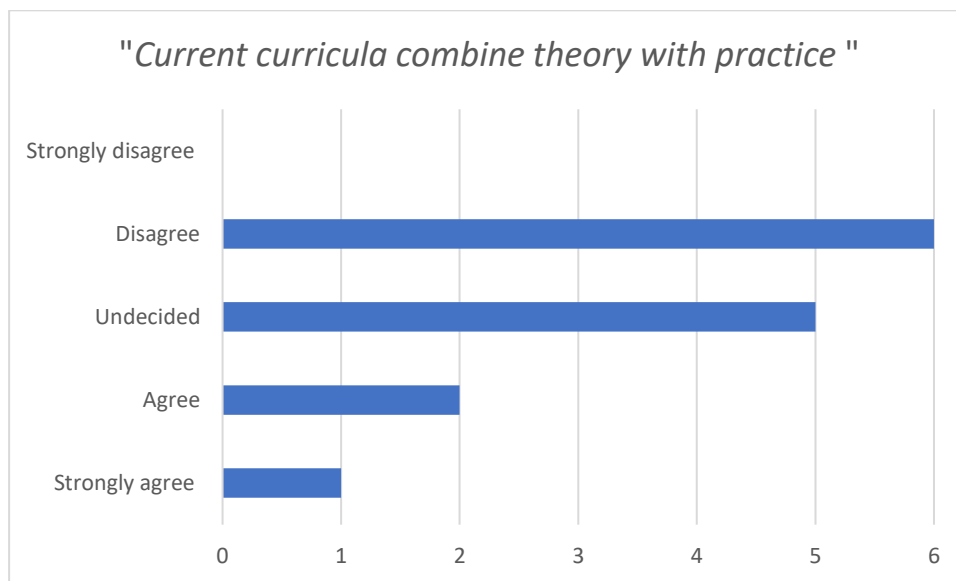
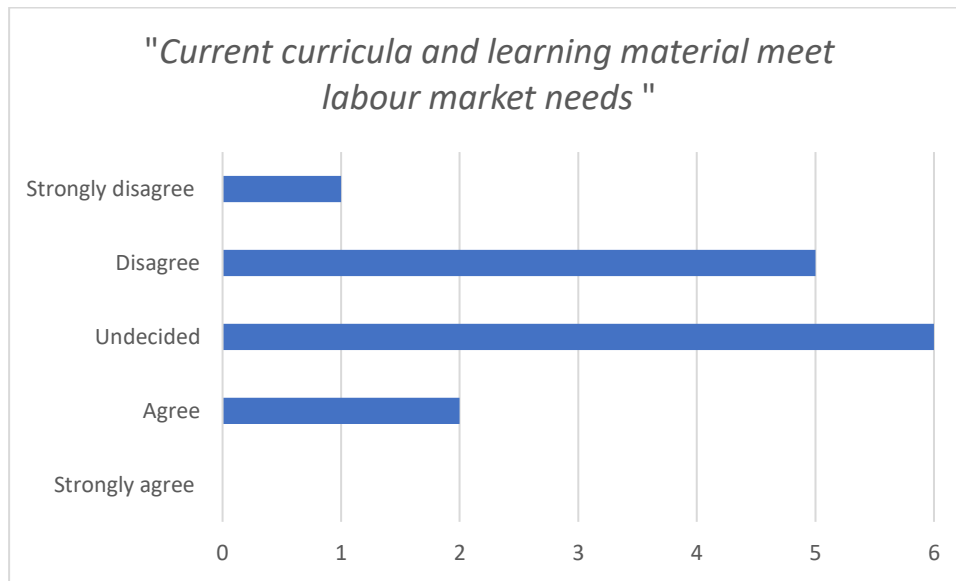
A part from the project "Voci del verbo viaggiare", which is specifically designed for people with migration background, participants replied that these were not specifically suited to the needs of migrants, even though one participant was of the opinion that these shorter, private courses might be more suitable for them than the public educational offers. It was additionally mentioned that regarding vocational training there are few courses that have a short duration (which are in line with the time availability of migrant staff), but are often blocked because they are managed by regional funds.

Regarding the quality of offered training programmes as well as their adequateness to the needs of both, students and the tourism sector, they expressed the following opinions:



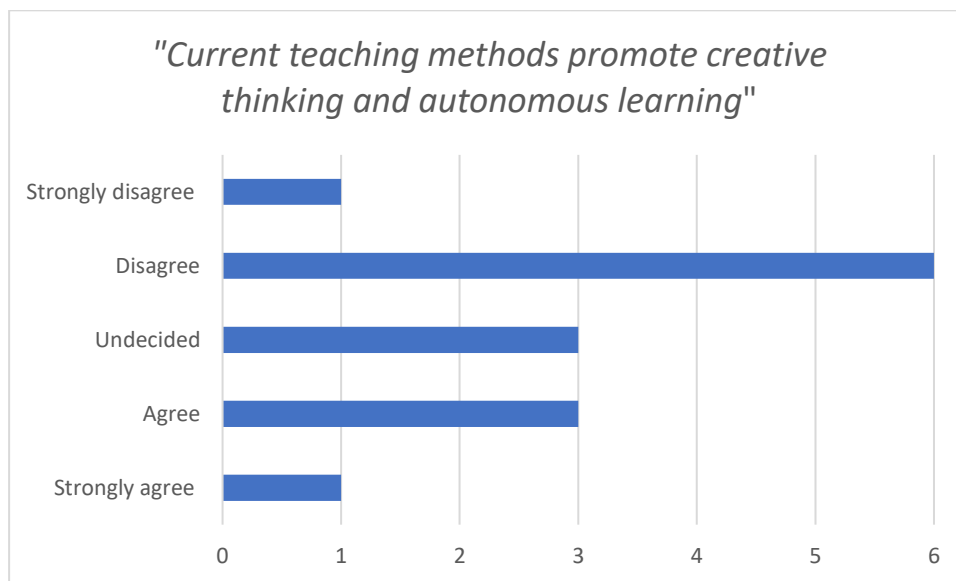
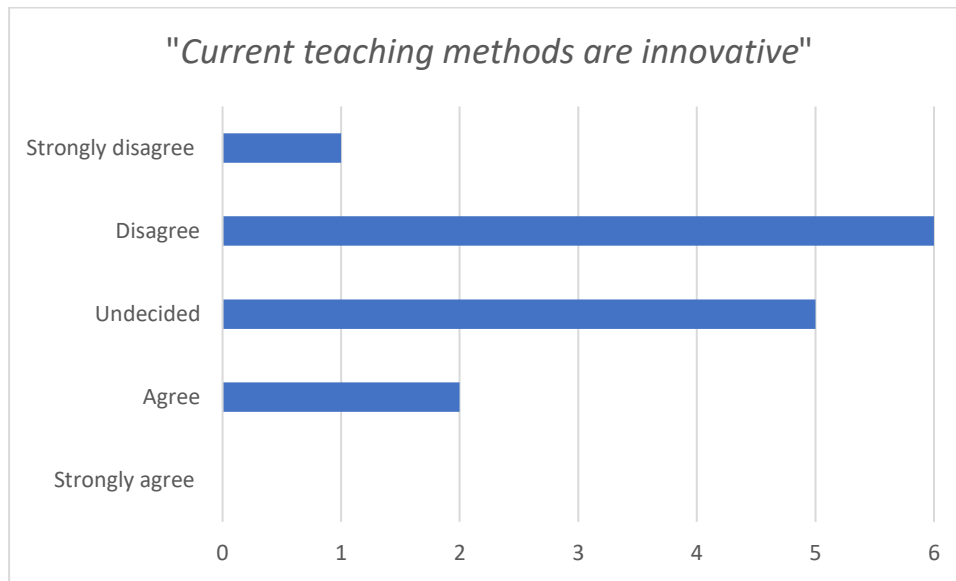
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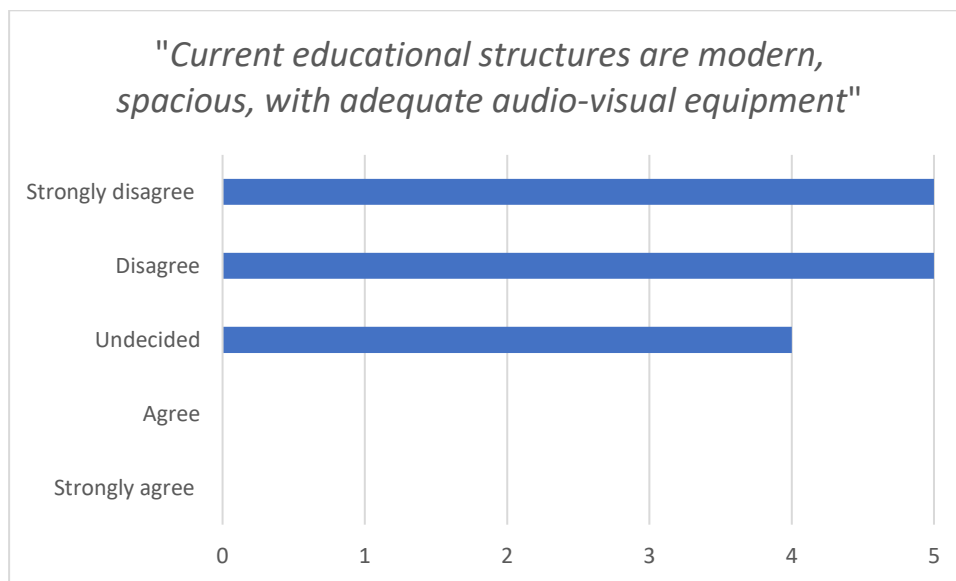
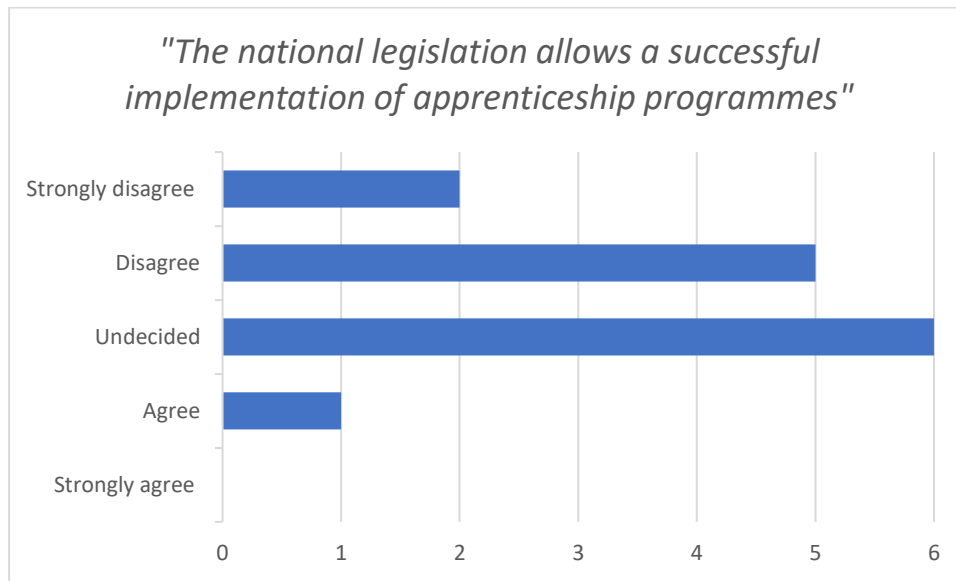
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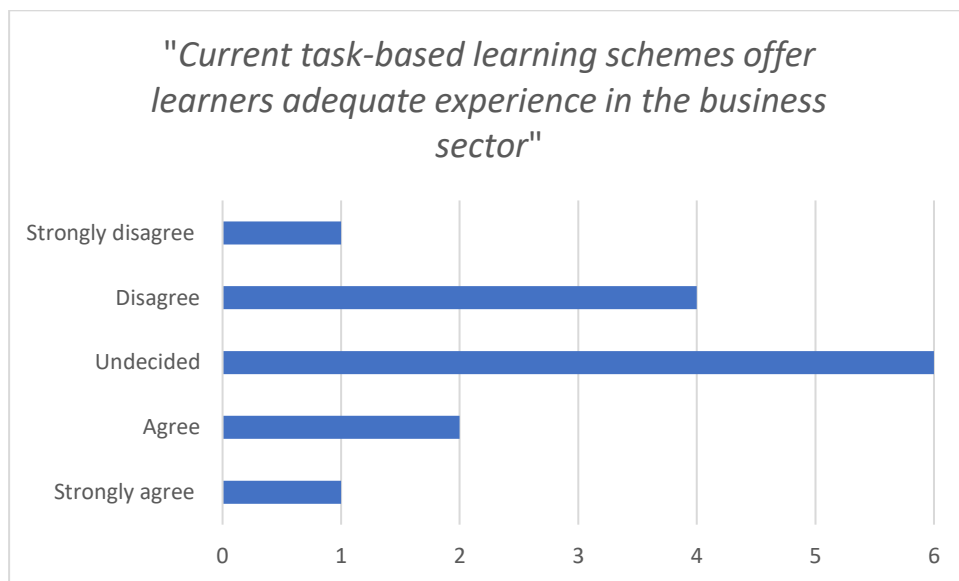
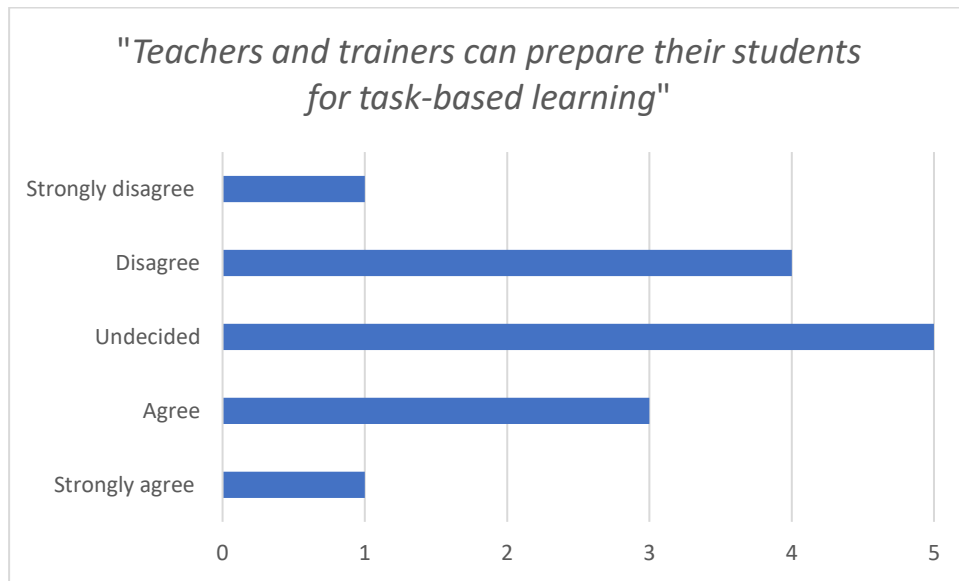
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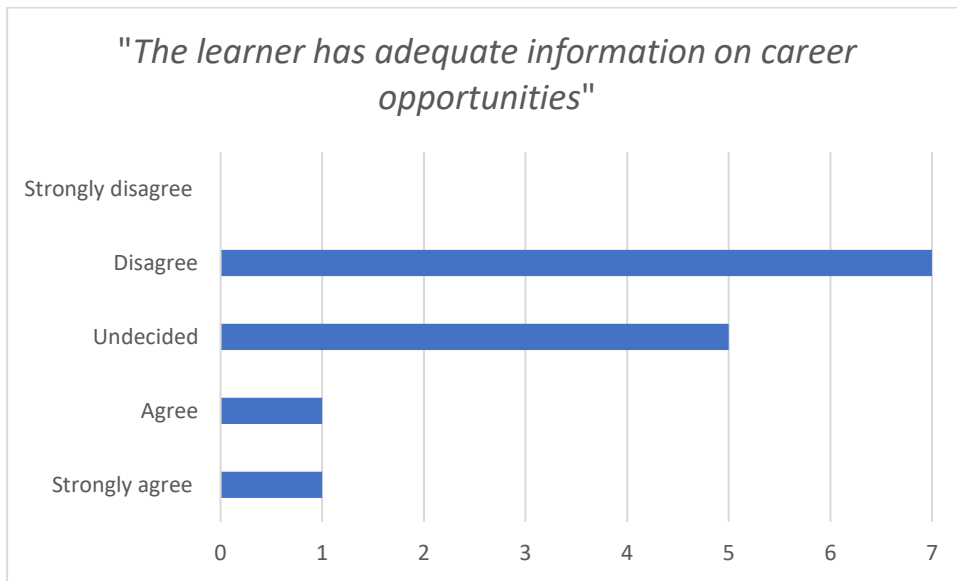
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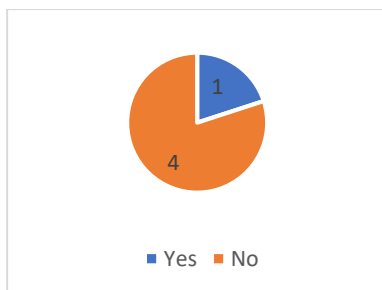
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SECTION 3 – New skills, competences and foreign languages

To the question “In your experiences, do you think current vocational systems equip low-skilled migrants with the necessary skills for the tourism sector?” the five tourism stakeholders answered the following:



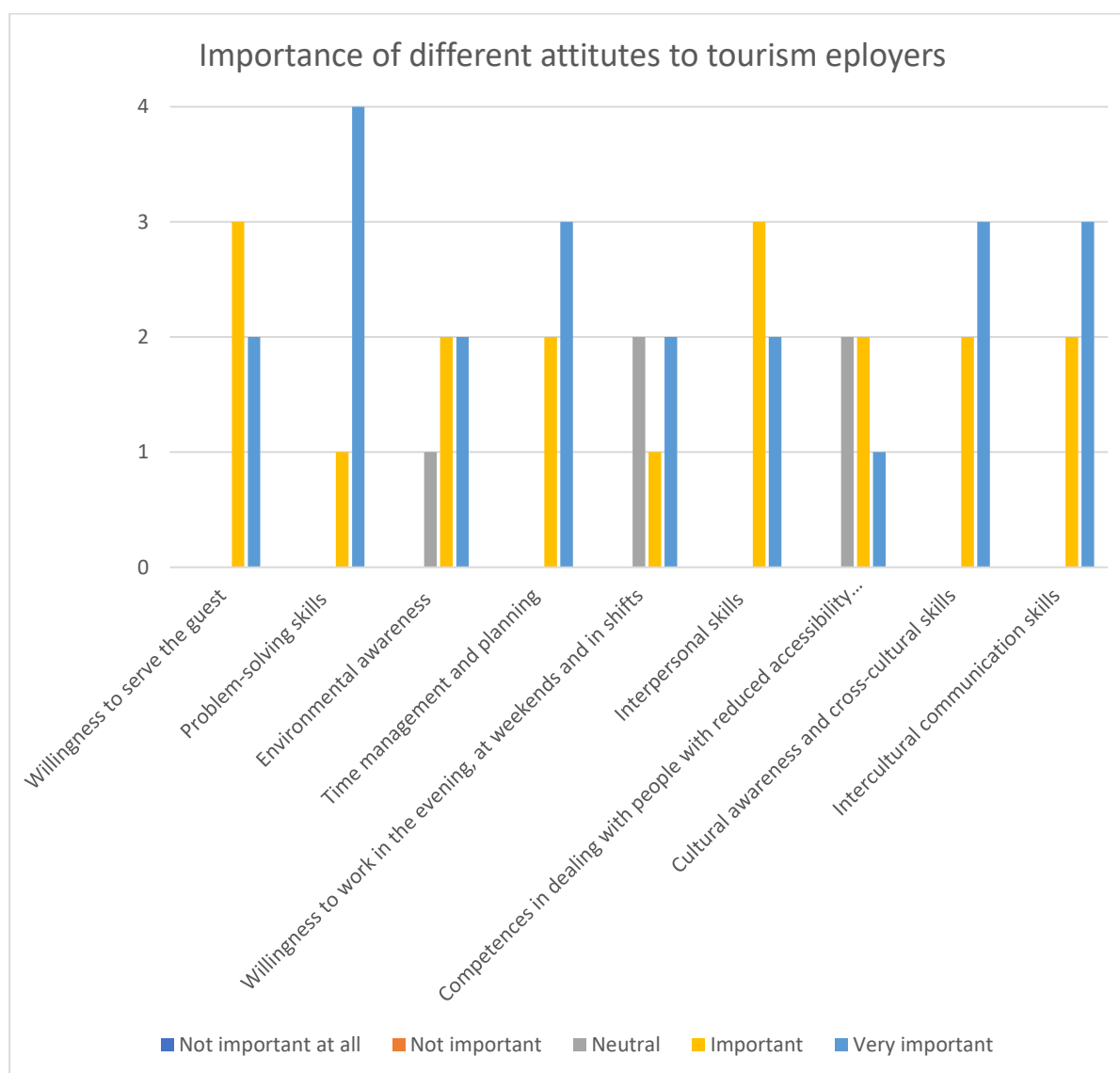
When further asked, how these educational programmes could be improved, they recommended to insert the following concepts into the trainings:

- Language course (Italian) as well as
- Knowledge of the territory: cultural and physical heritage and traditions.

Additionally, they stated the following opinion on different attitudes towards work.

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In terms of necessary language skills, tourism stakeholders especially identified a good level of Italian (B2) as important. In addition, good knowledge in English (B2) and/or some French are of advantage in terms of employability in the tourism sector.

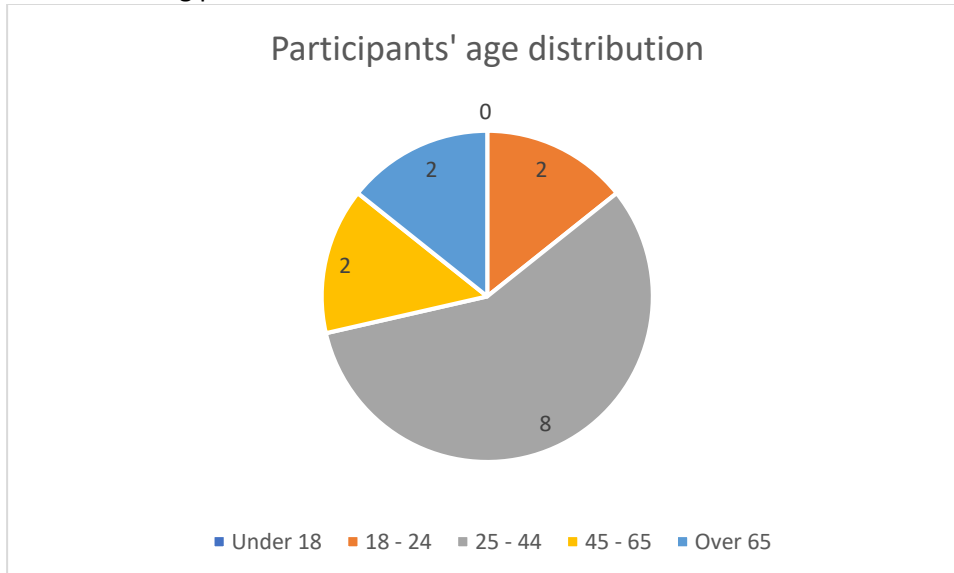
When asked about the preference in learning approaches, the most often mentioned one was “Blended learning” (11 times chosen), followed by face-to-face learning (3 times mentioned) and learning based on case studies (2 times mentioned). Both, task-based learning and online courses have also been chosen by one participant each. In addition, one comment was made stating the relevance of online learning combined with face-to-face lessons, accompanied by a tutor.

SECTION 4 – Personal Information & Data

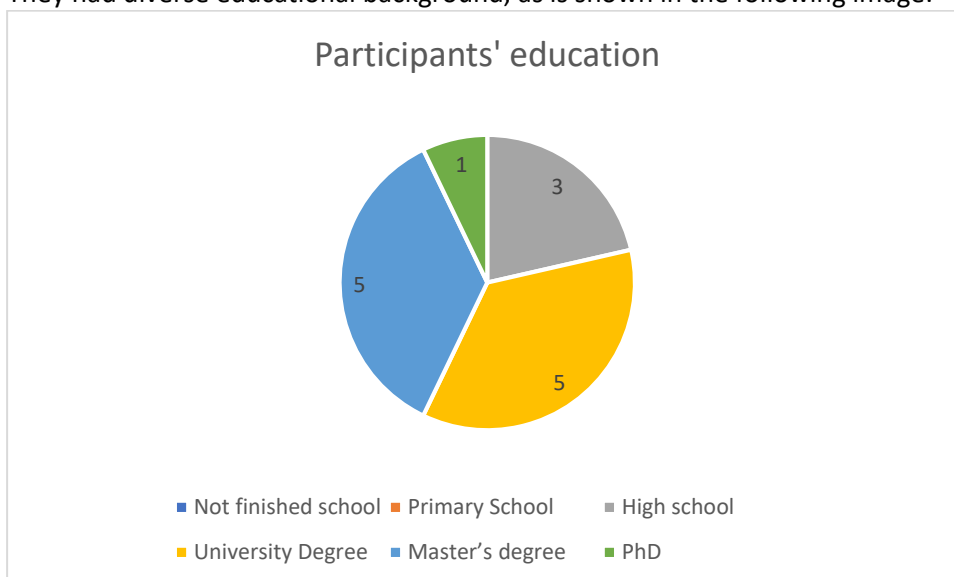
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All 14 participants were residents of Italy, however, three of them were originally from Germany, the Netherlands and Nigeria. 5 of them were men and the rest women. The age distribution can be seen in the following pie chart:



They had diverse educational background, as is shown in the following image:

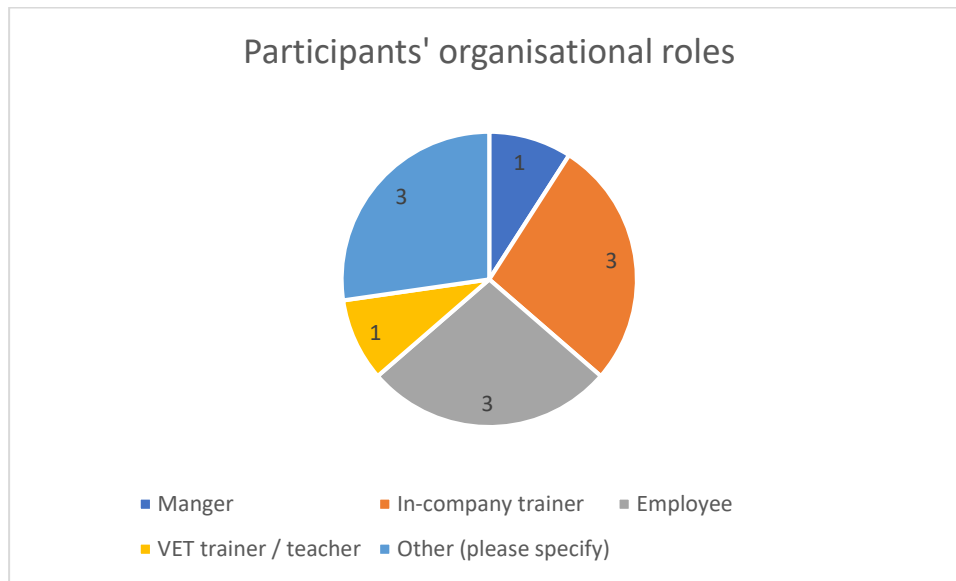


Of the 14 total participants, have been working up to 5 years in the tourism sector, one between 6 and 10 years as well as one over 10 years, while half of them, all of whom were migration stakeholders, had no experience in the tourism sector.

Those representing an institution had the following roles within their organisation or entreprise:

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The three people, who stated “other” were a volunteer, an AD and member of their institution.

Survey on training programmes offered for migrants in the Tourism Sector

This topic is to give a tailored analysis of training programmes offered for migrants in the Tourism Sector in terms of their responsiveness to actual market demands, migrants' learning needs and development of soft/intercultural skills.

3.1 Quantitative survey indicators

- Number of documents studied: 18
- Number of skills and competences identified: 7

Qualitative survey indicators

- The learning methods offered by the studied curricula are mostly face-to-face, with very limited training resources available online and for free. Most of the training available are in the domain of Secondary level Education, Higher Education and Adult Education, and not formalised VET
- Target groups of the studied curricula: The training are targeted both at managers and staff, depending on the topics
- Teaching objectives are not focused on migrants needs and specific features, but are generally targeted at youth that are entering the labour market, or professional updating/upskilling. In Italy, most of the current training in the tourism/gastronomy sector is included in the secondary or higher education system, so training courses are generally designed to help the transition to the labour market
- The competences and skills to learn/to teach within the studied curricula both in general and focused on migrants are: Italian language, cultural heritage and local/regional/national traditions, Ability to work in a team, Interpersonal skills, Communication skills, Tourism management, Food and Beverage management

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Summary on the discovered skills and competences needed in the tourism sector

In Italy, there are no specific training available for migrants in the Tourism sector. Most of the current training is included in the secondary or higher education system, and very limited training is available at VET level.

As of January 1, 2018, 5.1 million foreign citizens reside in Italy, 8.5% of the total residents.

Compared to previous years in which there has been a continuous increase in the presence of migrants arriving in the country (especially in the decade from 2006 to 2016), the foreign population has not been expanding for about two years now (above all this phenomenon has been recorded for 2018).

In 2016, according to Inail (National Institute for Insurance Accidents at Work) archives, foreigners employed as employees in hotel and restaurants were 242,477, meaning 7% of all foreign employees (3,442,676).

The percentage of foreign workers in the gastronomy/tourism sector is 80.6%.

The Italian field research carried out in the period March-April 2020 also confirms that the existing educational offers are scarce and not specifically tailored to the needs of migrants or low-skilled migrants and hence underlines the need for more tailored approaches adapted to both, the tourism sector's and low-skilled migrants' needs. In addition, participants evaluated the current offers as not adequate: they are neither innovative nor promoting creative thinking, even though they have been perceived as adequately practice-oriented.

In terms of most important skills for the tourism sector, language skills (local language), oral and written expression, sociality, sense of responsibility, the ability to work in teams, willingness to serve the guest, time management and planning as well as interpersonal skills in general and cultural awareness/cross-cultural skills or intercultural communication have been emphasised. In addition to these, the desk research highlighted the need to further improve communication skills, tourism management, food and beverage management, knowledge of local/regional/national cultural heritage and traditions. However, it also became clear that migrants currently seem to lack some of these skills, among them a high level of the local language, accompanied by the ability to effectively communicate both orally and in writing, as well as a good knowledge of the local territory and context as well as its dynamics, including local culture and traditions. As a consequence, some also lack autonomy.

It should further be noted that participants to the online survey showed themselves highly in favour of blended learning approaches, combining face-to-face lessons with online courses, case studies and task-based learning. To make them more suitable to low-skilled migrants' needs and successfully contribute to the increase in their employability in the tourism sector, these learning processes should be accompanied by tutors. This is in accordance with CESIE's experience in the field, which has shown that online courses themselves, without further support of tutors, are not effective in the work with low-skilled migrants.

In conclusion, it is hence recommendable to include these skills, identified by the local stakeholders as highly important, into the Tour2Include training programme, while also keeping in mind that blended learning approaches are preferred by the major part of participants.

Disclaimer

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As this report reflects the state of the art at the time of its drafting, it should be regarded as a 'living tool' open for improvement and its content may be subject to modifications without notice.

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6. Annexes:

Annex 1 List of funded national Curricula, EC Reports and Studies, EC and UNWTO surveys, CEDEFOP Reports and other reports and studies as well

No.	Title	Category				
		National	EC	UNWTO	CEDEFOP	Other
1	Ministry of the Interior, Statistics Dossier on Immigration, 2019	x				
2	INAIL, National Institute for Insurance Accidents at Work, 2018	x				
3	ISTAT, Official National Statistics Institute, 2019	x				
4	OECD/European Commission, Settling in 2018, Indicators of Immigrant Integration, 2018		x			x
5	Federalberghi, Italian Association of Hotels, 2016	x				
6	Italian Ministry of Cultural Heritage and Activities and Tourism, 2017	x				
7	Digital Tourism Laboratory (TDLab), Italian Italian Ministry of Cultural Heritage and Activities and Tourism, 2014	x				
8	National Observatory on Tourism, Data and graphs on tourist movements and Italian accommodation capacity, 2018	x				
9	World Economic Forum, The Travel & Tourism Competitiveness Report 2017 - Paving the way for a more sustainable and inclusive future, 2017					x
10	European Commission, Mapping and performance check of the supply side of tourism education and training, 2016		x			
11	European Commission, Innovative rural tourism project in Italy demonstrates national replication potential, 2016		x			