



# Access Training

## ETCAATS E-learning Course

**Quality - Accessibility - Profitability**

## What is accesstraining.eu about ?

The Access Training e-learning is an on-line training course addressing ways of improving your business and serving customers who have specific access requirements. This course aims to give managers and staff in small and medium sized tourist businesses a general introduction to customer care issues when welcoming and providing services for guests who have disabilities or particular access needs.

## Who should take this course?

Whether you are running a tourism business or working as an employee, knowing how to care for your customers is essential when you want to offer good hospitality and give your guests a positive, memorable experience of their visit.

When you have a better understanding of what your customers want and expect, then you can serve them better – it is really as simple as that!

## Description of the course

The course is made up of four obligatory modules. Additional modules covering “specialist” subjects will also be offered.

All managers and staff should follow the first four modules in sequence.

The specialist modules are optional and may be taken by managers or staff who wish to have knowledge about the particular subjects offered.



## How is this training delivered?

The Access Training e-learning offers the following functionality:

- e-learning Modules - Currently with 4 core modules aiming to introduce the e learners to the business practices and customer service aspects of Accessible Tourism.
- e-learning Sessions - Over 30 knowledge and scenario based sessions covering business development tips, good practices, videos and reference sources. Each session takes around 5 minutes to complete.
- e-Quizzes - Instructional quizzes with feedback that will test the user's understanding of the knowledge based sessions.
- e-Certificates - A certificate issued to the e-learners on successful completion of the sessions and e-Quizzes.

The e-learning platform and course content is designed to be accessible to persons with disabilities (WAI-WCAG 2.0 level A).



## Certification

On successful completion of Modules 1, 2, 3 and 4 you will be able to download and print your Basic Certificate in Accessible Tourism. There is also a downloadable Certificate for each Specialist Module. After completing the modules, AccessTraining.eu will keep you informed about further e-learning opportunities, training events and new resources to help you develop your business and keep your knowledge and skills up-to-date.

**Register & Enjoy the course!**



Do you want to find out more information about Accessibility Training?  
Contact us at: [info@accesstraining.eu](mailto:info@accesstraining.eu)

The Access Training course is supported by the ETCAATS Partners.  
[www.etcaats.eu](http://www.etcaats.eu)



Vellinge Municipality  
Sweden  
[www.vellinge.se](http://www.vellinge.se)



Disability Now  
Greece  
[www.disabled.gr](http://www.disabled.gr)



ANLH  
Belgium  
[www.anlh.be](http://www.anlh.be)



Access Sweden  
Sweden  
[www.access-sweden.se](http://www.access-sweden.se)



EWORX  
Greece  
[www.eworx.gr](http://www.eworx.gr)



Toegankelijkheidsbureau  
Belgium  
[www.toegankelijkheidsbureau.be](http://www.toegankelijkheidsbureau.be)



ENAT  
Belgium  
[www.accessibletourism.org](http://www.accessibletourism.org)



Work Research Centre  
Ireland  
[www.wrc-research.ie](http://www.wrc-research.ie)

---

designed and developed by EWORX S.A. in collaboration with  
the EWORX S.A. Usability and Accessibility Group **UX** Enabling User Experience