



# THE TOURISM SECTOR SKILLS TOOLKIT

The Next Tourism Generation Alliance (NTG) is the first European partnership and alliance for improving a collaborative and productive relationship between education and industry. The NTG Alliance will provide employees, employers, entrepreneurs, teachers, training providers and students with a set of Core NTG modules in digital, green and social skills.

The consortium is a multi-disciplinary partnership which comprises 14 partners from eight European countries represent the tourism sector from an educational and business perspective, including specialists in hospitality, food and beverage, travel agencies, attractions and recreation.

The purpose of the report is to identify the steps and processes needed in order to incorporate new skills and competencies in tourism and hospitality at a national level inspired by four distinct skills delivery areas across eight European countries involved in the Next Tourism Generation project (Spain, Italy, UK, Germany, Hungary, Bulgaria, the Netherlands, Ireland).

Find out more on [www.nexttourismgeneration.eu](http://www.nexttourismgeneration.eu)

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With thanks to our partners:



# Executive summary

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# Section 1: Introduction to “The Tourism Sector Skills Toolkit”

I. Overview of the toolkit

II. How to use the toolkit

III. Overview of the online skills and competency matrix



# Section 2: Mapping

The background of the slide features a scenic view of a city, likely Rio de Janeiro, during sunset. The sun is low on the horizon, casting a warm, golden glow over the city and the surrounding mountains. In the foreground, a large crowd of people is gathered on a balcony or overlook, looking out at the city. The image is partially obscured by a dark blue diagonal overlay on the left side and two white arrow-shaped overlays pointing to the right, which contain the text.

I. Existing standards and develop new standards

II. Existing knowledge, skills, standards and/or curriculum to identify gaps

# Section 3: Developing Curriculum

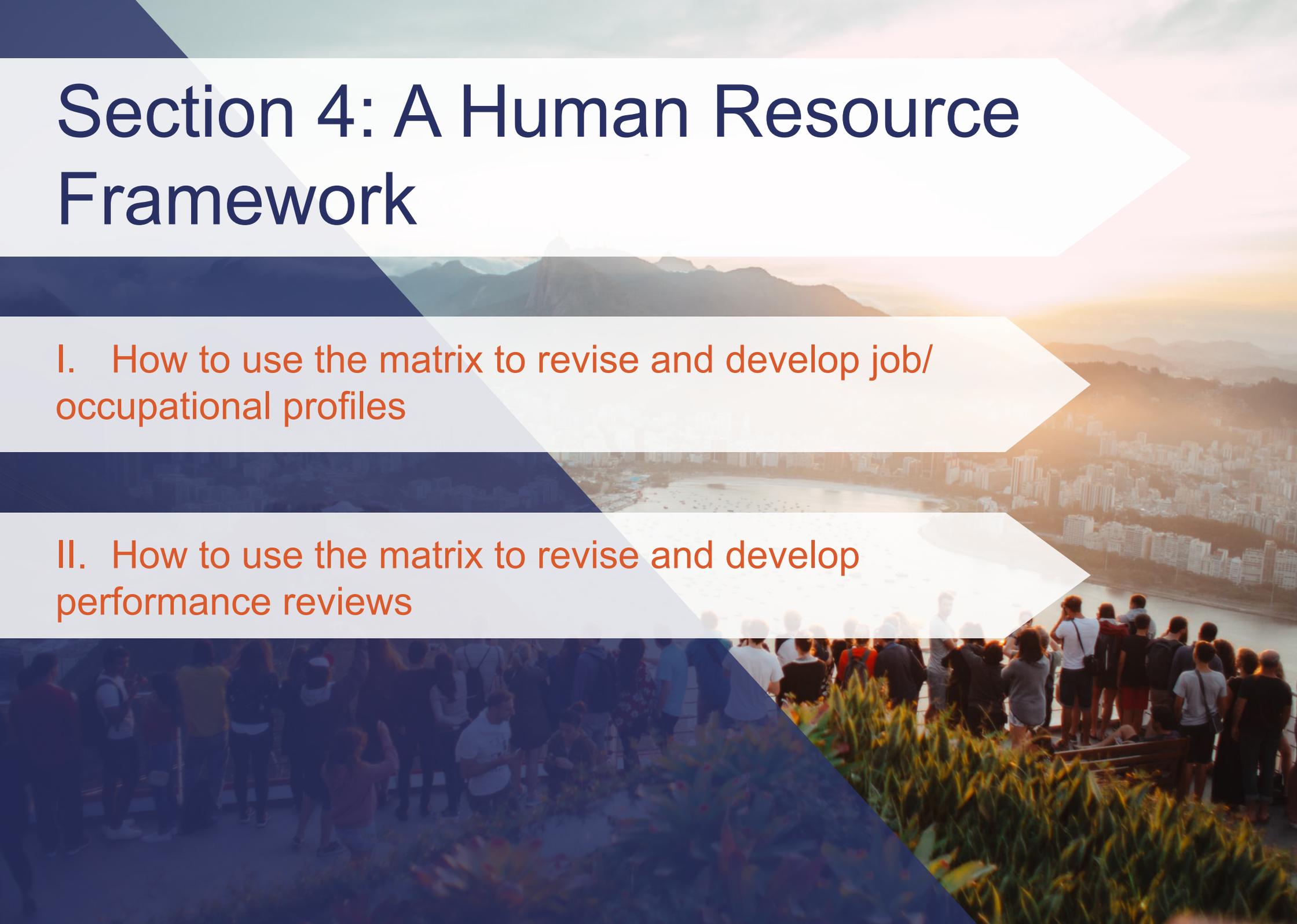
I. How to use the matrix and associated resources to map against existing and new curriculum/training programmes and qualifications

II. How to use the matrix and associated resources to revise and develop training programmes, curriculum and qualifications

III. How to use the matrix and associated resources to inform and develop training strategies, plans and learning content



# Section 4: A Human Resource Framework

The background of the slide features a scenic view of a city, likely Rio de Janeiro, during sunset. The sun is low on the horizon, casting a warm, golden glow over the city and the bay. In the foreground, a large crowd of people is gathered on a hillside, looking out over the city. The image is partially obscured by dark blue diagonal overlays that create a modern, geometric design.

I. How to use the matrix to revise and develop job/occupational profiles

II. How to use the matrix to revise and develop performance reviews

# Section 5: 10 Case studies of best practice

