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**Toolkit Case Study of Practice:**

**Developing transferable skills for undergraduate tourism, hospitality and events students**

1. **Organisation name and brief explanation of purpose**

Technological University of Dublin, School of Hospitality and Tourism Management. The following undergraduate programmes adopted the transferable skills module which used the toolkit to develop core content:

* BSc (Hons) International Hospitality Management
* BA Hospitality Management
* BA Tourism Management
* BSc (Hons) Event Management
* BSc (Hons) Tourism and Digital Marketing
* BA Languages and International Tourism

1. **How was the toolkit used to address an industry, business or educational need?**

The toolkit provided a much-needed educational resource to support a transferable skills module. Elements of materials in the toolkit were used as learning and delivery resources aligned to existing resources by colleagues.

Elements of the tourism sector skills toolkit in the section **developing curriculum** which includes learning resources and session plans were used to support the development of a new transferable skills module for tourism/hospitality/event/leisure students.  This part of the NTG toolkit provided information in addition to the team’s own content. The module focused broadly on transferable and social skills and therefore, the social skill set of session resources were useful in developing ideas/weekly topics/descriptor etc. For example, the NTG topic areas regarding **cultural awareness, active listening, written and oral communication, ethical conduct and respect and problem solving**.

The transferable skills module took place in semester 2 (S2) of academic year 2020/2021. The Transferable Skills module was developed as part of a Work Placement alternative, which emerged as a result of the COVID-19 pandemic. The Work Placement alternative also included modules on Wellness and Industry Seminars.

1. **Were partner organisations involved and if so, who?**

No partner organisations were involved.

1. **What benefits resulted from use of the toolkit?**

The toolkit as a resource shortened the preparation time prior to delivery and potentially allows the replication of the same by different colleagues delivering modules in the future. Breadth in the toolkit is important to facilitate as many colleagues’ as possible use of the resources within it.

Exposure to the toolkit was beneficial as, even though much of the material was not used for the transferable skills module, colleagues now have an awareness of the range of resources available. These may be used in conjunction with other materials to support future module planning.

Having an opportunity to engage with the toolkit was beneficial – these benefits included exposure to the suite of resources and developing a deeper understanding of the NTG project.

1. **Were there any challenges or lessons learnt using the toolkit?**

Navigation of the website was challenging. There are a lot of resources available, however having a clearer overview and map of these resources could enhance the user experience.

The navigation challenges noted above impacted engagement with the resources. A takeaway here would be that engaging with the toolkit, and appreciating the suite of resources available, requires a significant investment of time.

For some colleagues, a takeaway lesson was that the toolkit could potentially be used to support future module planning and development (for modules other than the Transferable Skills Work Placement alternative). It would be envisioned that the toolkit resources may then be used to complement colleagues' additional module resources, as opposed to replacing them.

1. **Have you any further reflections and/or recommendations?**

The preparation of materials for delivery is very individual for colleagues. Therefore, it is unlikely that colleagues using the toolkit will follow a session (a set of materials) from the beginning to the end. Therefore, it is recommended that for any future work in this area, the toolkit would be further enhanced with greater efforts on the platform and navigation itself. But overall, a great support!

Exploring the toolkit with a specific module in mind was beneficial. Users could navigate the resources and make decisions and/ or use-cases based on their specific module elements and requirements. Exploring the toolkit in this way allowed some colleagues to remain focused in their module development research.

In addition to the above, should resources and project scope allow, the toolkit could be enhanced by inclusion of increased search capabilities and upgraded website.

“*Thank you for sharing the toolkit. Well done to colleagues and the wider NTG Team on all that you have achieved so far with this project. Wishing you continued success*”.