



VET Methodology and Curriculum for Educators, Hospitality Managers and HR Experts

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A. Methodology and Curriculum Description

The PERFORM VET Methodology and Curriculum for Hospitality Managers and HR Experts, aims to describe the Training Method and Content that educators will implement to train learners groups on:

1. Utilisation of the PERFORM Tools integrated into the platform
2. The concept of inclusive employment and Corporate Social Responsibility
3. 3) Best practices of inclusive employment
4. 4) Assessment of Analytics produced by the HR platform 5) Step-by-step Guide on accessing and navigating through the platform (User Guide)

The PERFORM VET Curriculum provides materials in digital format that support:

1. A blended learning environment for flexible course delivery
2. A digital course delivery
3. On-site course delivery



B. Hospitality Management and HR Experts - Knowledge Areas

Knowledge Area 1: Autism in the European Hospitality Sector and Social Policies

Learners need to know about:

- The Definition of Autism Spectrum
- General Symptoms and Characteristics observed across the Autism Spectrum
- The value of employing Autistic Staff in their organisations
- General Truths and Myths (Misconceptions) about Autism
- The definition of Social Policies
- The impact and value of Social Policies in the context of their organisations
- The impact and value of Social Policies in the context of the general Society
- The concept of Inclusive Employment

Knowledge Area 2: Hospitality Management Soft Skills

In order to be able to support Autistic Staff and help them develop throughout their career in Hospitality, Managers and HR Experts need to develop a set of Soft Skills such as:

- Communication
- Active Listening
- Empathy
- Problem Solving



- Time Management
- Setting and Describing Tasks
- Establishing Clear Objectives
- Adaptability
- Teamwork
- Creativity
- Leadership
- Coaching

Knowledge Area 3: Work Environment Management

In order to support the Development and Retention of Autistic Staff, Hospitality Managers and HR Experts need to acquire the knowledge and skills that will enable them to appropriately evaluate and adapt the Work Environment. Specifically, learners need to:

- Gain knowledge on the definition of an Autism-friendly Work Environment
- Gain knowledge and skills for the evaluation and adaptation of an Autism-friendly Work Environment
- Enhance their Team Management Skills
- Evaluate, Adapt and Plan Autism-friendly Team-building Activities
- Design and Establish internal Support Mechanisms, aimed at the long-term support of Autistic Staff
- Learn how to transfer knowledge to Colleagues and Subordinates, aimed at the consistent and long-term inclusion of Autistic Staff



Knowledge Area 4: Support Provision to Autistic Staff

To be in a position to support the Career Development, Well-being and Retention of Autistic Staff, Hospitality Managers and HR Experts need to acquire the necessary skills that will enable them to:

- Carry out Efficient Resource Management (Training, Time, Staff)
- Use of related Tools with the aim to establish consistent Support/Supervision/Coaching mechanisms
- Use of the related Tools with the aim to evaluate the career progress and well-being of Autistic Staff, and to assist them in establishing and achieving Career Goals
- General Supervision/Coaching Guidelines and Best Practices

Knowledge Area 5: Code of Conduct

A Code of Conduct is vital in terms of providing Assurance that all employees and managers operate in a safe, inclusive and productive Work Environment. Specifically, a Code of Conduct:

- Promotes and establishes a 'Zero-tolerance to Abuse, Harassment and Discrimination' Culture in an Organisation
- Obligations, expectations and behavior standards of all members of an Organisation
- Elaborations and Examples of Practices

Learners must be educated on:

- The definition of a Code of Conduct and how it fits within a Social Responsibility Policy
- The practicalities of a Code of Conduct; Drafting and Implementation
- The Impact and Value of a Code of Conduct in an organisation



Knowledge Area 6: Using the PERFORM HR Platform

Learners must be educated on:

- The general functionality of the PERFORM HR Platform
- Using the Employee Evaluation Tool
- Using the PERFORM Personal Diary
- Using the PERFORM Work Environment Assessment Tool
- Utilising the analytics produced by the platform

C. PERFORM Training Material: Details

The PERFORM Training Material allows for blended, on-site or digital delivery depending on the circumstances. The Training Course consists of a total of 6 Training Modules, covering the 6 Identified Knowledge Areas:

- **Module 1: Autism in the European Hospitality and Social Policies**
- **Module 2: Hospitality Management Soft Skills**
- **Module 3: Work Environment Management**
- **Module 4: Provision of Support to Autistic Staff**
- **Module 5: Code of Conduct**
- **Module 6: Using the PERFORM HR Platform**

Each Training Module, includes a corresponding PowerPoint Presentation and Trainer Guide. Specifically:

- **The PERFORM Module PowerPoint Presentations (or Slide Decks)** contain images and text designed to introduce learners to the key learning points of their corresponding Modules during Training Sessions.
- **The PERFORM Module Trainer Guide** acts as a Training Guide for Trainers and they contain the ‘narrative’ of presenting each Module. Furthermore, the Trainer Guides include examples of exercises and group activities, questions that should be asked during the trainings and more.
- **The PERFORM Training Assessment Tools:**
 - i. **Learner Assessment Tool:** The PERFORM VET Course has a unique Self-Assessment Tool, which allows learners to self-assess their learning needs in order to be able to prioritise the Modules they need to study based on their understanding of the topics covered in the modules. The Assessment Tool can be found in the Annexes.
 - ii. **Training Session Assessment Tool:** This tool gives Trainees the opportunity to evaluate their experience of participation in PERFORM Trainings. The Assessment Tool can be found in the Annexes.

D. Tables: PERFORM Module Descriptions

Module 1: Autism in the European Hospitality Sector and Social Policies

Module 1 Aim		Module 1 aims to introduce learners to the concept of Social Policies and their impact in the EU Hospitality Sector, to provide general information about autism and how autistic staff can be included in such organisations.		Guided Learning Duration: 2 hours
Learning Outcome		Assessment Criteria		Content
1	Understand the concept of Social Responsibility Policies, their impact and value in a hospitality organisation	1.1	Understand the definition of Social Responsibility Policies	<ul style="list-style-type: none"> - Description of Social Responsibility Policies; value, impact, requirements, methodology - Review of Social Responsibility Policies in Europe - Examples of Social Responsibilities (template) - Description of Inclusive Employment; value, impact, requirements, methodology - Description of the Autism Spectrum - Description of the employment cycle - Elaboration on the value and challenges of employing staff with autism
		1.2	Identify the impact and value of Social Responsibility Policies in Hospitality and the business in general	
		1.3	Understand the structure of a Social Responsibility Policy	
2	Understand the concept of Inclusive Employment	2.1	Understand the definition of Inclusive Employment	
3	Understand the Definition of the Autism Spectrum	3.1	Understand the definition of the Autism Spectrum	
		3.2	Understand the general characteristics of people across the Autism Spectrum	
		3.3	Understand the value and challenges of employing Autistic Staff in a hospitality organisation	

Module 2: Hospitality Management Soft Skills

Module 2 Aim		Module 2 aims to elaborate and develop the required Soft Skills Hospitality Managers and HR Experts must have, in order to employ, develop and retain staff with autism		Guided Learning Duration: 2 hours
Learning Outcome		Assessment Criteria		Content
1	Introduction to an Inclusive Employment Cycle	1.1	Understanding of the Principles of Managing staff with disabilities (including Autism)	<ul style="list-style-type: none"> - Description of the Principles of Managing Staff with Disabilities - Description of the Benefits/Opportunities of Employing Staff with Disabilities - Description of the Challenges of Employing Staff with Disabilities - Description of Benefits/Opportunities/Challenges of Employing Autistic Staff - Presentation of Group Exercises for Soft Skills Development
2	Development of Soft Skills	2.1	Demonstration of Communication Skills development	
		2.2	Demonstration of Emotional Intelligence Skills development	
		2.3	Demonstration of Resource Management Skills development	
		2.4	Demonstration of Staff Management Skills development	
		2.5	Demonstration of Interview Skills development	
		2.6	Demonstration of Coaching Skills development	

Module 3: Work Environment Management

Module 3 Aim		Module 3 aims to educate learners in supporting the Development and Retention of Autistic Staff, by acquiring the knowledge and skills that will enable them to appropriately evaluate and adapt the Work Environment.		Guided Learning Duration: 2 hours
Learning Outcome		Assessment Criteria		Content
1	Understand the Definition of an Autism-friendly Work Environment	1.1	Understand the definition of ‘Work Environment’ and all its aspects	<ul style="list-style-type: none"> - Description of the definition of ‘Work Environment’ and all its aspects - Description of Work Environment Management - Description of ‘Autism-friendly’ Work Environment - Description of an autism-friendly work environment (Best practices, guidelines) - Description of the definition of Team Management - Description of the definition of Team Building, its value, impact.. - Description of Team Management Mechanisms - Description of the importance of inclusive Team Building in hospitality.
		1.2	Demonstrate ability to assess and adapt the Work Environment of a hospitality organisation in an Autism-friendly context	
		1.3	Implementation of Tools for the assessment and evaluation of the Work Environment	
2	Development of Team Management Skills	2.1	Demonstrate ability to design, evaluate and adapt Team Building activities	
		2.2	Demonstrate knowledge of Team Management mechanisms, how to design, establish and maintain them	
		2.3	Demonstrate ability to transfer knowledge to peers and colleagues	

Module 4: Provision of Support to Autistic Staff

Module 4 Aim		Module 4 is about educating learners and helping them develop the necessary skills to support the Career Development, Well-being and Retention of Autistic Staff		Guided Learning Duration: 3 hours
Learning Outcome		Assessment Criteria		Content
1	Competency in Resource Management	1.1	Describe the Definition of Resource Management, its value, impact..	<ul style="list-style-type: none"> - Presentation of the definition of ‘Resource Management’ and all its aspects - Presentation of Resource Types - Presentation of Resource Management for the Development of Staff with Disabilities, narrowed down to Autism - Presentation of related Tools - Description of the concept of Coaching/Supervising Staff with Autism/Disabilities - Setting Goals (Best Practices) - Monitoring Career Progress - Providing Feedback (Tips, Best Practices) -
		1.2	Describe Time a and Training Resources Management, its value, impact	
		1.3	Demonstrate ability to allocate Resources for the Development of Autistic Staff	
		1.4	Demonstration of ability to use Tools in the context of Coaching, scheduling supervision/support sessions	
		1.5	Demonstrate ability to support autistic staff in setting goals	
		1.6	Demonstrate ability to use Tools for career/progress monitoring purposes	
		1.7	Demonstrate ability to provide constructive feedback	

Module 5: Code of Conduct

Module 5 Unit Aim		Module 5 is about educating learners in Assuring a safe, inclusive and productive Work Environment for all employees.		Guided Learning Duration: 3 hours
Learning Outcome		Assessment Criteria		Content
1	Understand the importance of Codes of Conduct in an Organisation	1.1	Define what a 'Code of Conduct' stands for in the context of a Social Responsibility Policy	<ul style="list-style-type: none"> - Presentation of the concept of the 'Culture' of an organisation - Presentation of the concept of a 'Code of Conduct' and its elements - Presentation and elaboration of the contents of a Code of Conduct - Presentation of a Code of Conduct Template - Presentation of practical applications of a Code of Conduct - Elaboration on the importance of establishing behaviour standards within an organisation
		1.2	Explain the importance of a 'Code of Conduct', its impact, value..	
		1.3	Explain a the definition of Organisation 'Culture', identify its key aspects	
		1.4	Demonstration of knowledge on behaviour standards	
		1.5	Demonstration of ability to design, implement and maintain a Code of Conduct in an organisation	

Module 6: Using the PERFORM HR Platform

Module 6 Aim			Module 6 aims to provide practical guidance to learners on how to use the PERFORM HR Platform throughout the entire employment cycle.	Guided Learning Hours: 3 hours
Learning Outcome			Assessment Criteria	Content
1	General Overview of the PERFORM HR Platform	1.1	-	<ul style="list-style-type: none"> - Practical Guide/Tutorial on how to use PERFORM HR Platform - Practical Guide on how to use the Employee Evaluation Tool - Practical Guide on how to use the PERFORM Personal Diary - Practical Guide on how to use the PERFORM Work Environment Assessment Tool - Practical Guide on how to utilise the analytics produced by the platform
2	Learn how to use PERFORM Employee Evaluation Tool on the platform	2.1	Demonstration of ability to use Tool 1	
3	Learn how to use PERFORM Personal Diary on the platform	3.1	Demonstration of ability to use Tool 2	
4	Learn how to use PERFORM Work Environment Assessment on the platform	4.1	Demonstration of ability to use Tool 3	
5	Learn how to 'read' and utilise the analytics produced by the tools over time	5.1	Demonstration of ability to understand the analytics produced by the Tools on the Platform	

E. PERFORM VET Training Course Specification

1. VET Course Objectives

- To train VET Educators, Hospitality Management and HR Experts in supporting and developing autistic staff in the EU Hospitality Sector. More specifically:
 - i. Apply the knowledge gained from theoretical Modules 1 -5, in order to ensure an appropriate support system for autistic staff.
 - ii. Evaluate, establish and maintain an autism-friendly work environment
 - iii. Professionally support and develop staff with autism; provide feedback, manage resources, and utilise the PERFORM HR Platform
- To include training components that support Blended, Physical and fully Digital Delivery Methods.

2. Course Target Groups/Trainee Profile

The target groups of the PERFORM VET Training Course are:

- VET Providers who are involved in education of Hospitality Professionals.
- Hospitality Management, responsible for implementing innovations and practices in the sector.
- Hospitality HR Experts, responsible for ensuring the well-being and availability of resources for developing autistic staff in the sector.

Furthermore, the PERFORM VET Course is useful for learners who:

- Are interested in learning more about Autism and are looking towards the possibility of employing staff with Autism in their organisations.
- Are engaged in the education and professional development of Hospitality Management.
- Are interested in enhancing the Social Sustainability of the European Business Sector in general.

3. Course Duration and Structure

An PERFORM VET Training Course should have a duration of 1,5 full working days, a total of 12 hours.

The PERFORM VET Course Content and Materials are designed in a specific way, in order to allow for Blended, Physical or fully Digital delivery.

Indicative Description of a PERFORM Training Seminar (in a Blended, Physical or Digital Format)		
Training Seminar Day 1	09:00 – 11:00	Module 1
	11:00 – 13:00	Module 2
	14:00 – 15:00	Module 3
	15:00 – 16:00	Module 4
	Ending the day/Discussion	
Training Seminar Day 2	09:00 – 11:00	Module 5
	11:00 – 13:00	Module 6
	Learner’s Feedback/Discussion	

F. ANNEXES



Annex 1.



Self-Assessment Tool for Learners



Using the PERFORM Self-Assessment Tool

Step 1: The PERFORM Self-Assessment Tool include 24 statements and a corresponding grid for scoring them.

Step 2: Dedicate a few minutes of self-reflection and score* each statement between 1 and 4, based on your knowledge and comprehension of the topic in each statement using the following scale:

Score 1 =	No knowledge and comprehension
Score 2 =	Limited knowledge and comprehension
Score 3 =	Good knowledge and comprehension
Score 4 =	Extensive knowledge and comprehension

***Note:** You should enter your score in the **bold cell in each column**, as seen in the example below:

Statement	A	B	C	D	E	F
4. Describe the Definition of Resource Management, its value and impact				2		
5. Define what a 'Code of Conduct' in the context of CSR					1	
6. Ability to use the PERFORM Work Environment Evaluation Tool						4

Step 3: Complete scoring the statements in the **bold cells** on the grid. Make sure that all **bold cells** have a score number.

Step 4: Add up your score for each column and write the total column score in the **bottom cells** of the grid marked '**Total Scores**'. **The maximum score you can have in the Total Score cells for any column is '16' and the minimum is '4'.**

Step 5: Transfer your **Total Scores** to the Assessment Results Page to identify which of the PERFORM learning modules and training materials will be the most relevant to meet your learning needs.

PERFORM Self-Assessment

Score each one of the following statements, on a scale between 1 and 4:

Statements	A	B	C	D	E	F
1. Understand the definition of Social Responsibility Policies						
2. Understand the Principles of Managing staff with Autism						
3. Understand the definition of 'Autism-friendly Work Environment'						
4. Describe the Definition of Resource Management, its value and impact						
5. Define what a 'Code of Conduct' in the context of CSR						
6. Ability to use the PERFORM Work Environment Evaluation Tool						
7. Understand the structure of a Social Responsibility Policy						
8. Practical implementation of Communication and Empathy Skills						
9. Implementation of Tools for the assessment of Work Environments						
10. Understand the practices Coaching, supervision/support sessions						
11. Understand the definition of 'Organisation Culture'						
12. Ability to use the PERFORM Employee Evaluation Tool						
13. Understand the definition of the Autism Spectrum						
14. Resource and Staff Management skills						
15. Knowledge of Team Management mechanisms and team-building						
16. Ability to use Tools for career/progress monitoring purposes						
17. Knowledge on behaviour standards						
18. Ability to use the PERFORM Personal Diary Tool						
19. Understand the value and challenges of Autistic Staff in Hospitality						
20. Staff Support and Appraisal skills						
21. Ability to transfer knowledge to peers and colleagues						
22. Ability to provide constructive feedback						
23. Ability to design and implement a Code of Conduct in an organisation						
24. Ability to utilise data and analytics produced by the PERFORM Platform						
Total Column Score						

Assessment Results

Enter your scores into the table below, which will help you determine which PERFORM Modules you should prioritise:

Score	Module	Module Content
A =....	Module 1: Autism in European Hospitality and Social Policies	Module 1 aims to introduce learners to the concept of Social Policies and their impact in the EU Hospitality Sector, to provide general information about autism and how autistic staff can be included in such organisations.
B =....	Module 2: Hospitality Management Soft Skills	Module 2 aims to elaborate and develop the required Soft Skills Hospitality Managers and HR Experts must have, in order to employ, develop and retain staff with autism.
C =....	Module 3: Work Environment Management	Module 3 aims to educate learners in supporting the Development and Retention of Autistic Staff, by acquiring the knowledge and skills that will enable them to appropriately evaluate and adapt the Work Environment.
D =....	Module 4: Provision of Support to Autistic Staff	Module 4 is about educating learners and helping them develop the necessary skills to support the Career Development, Well-being and Retention of Autistic Staff
E =....	Module 5: Code of Conduct	Module 5 is about educating learners in Assuring a safe, inclusive and productive Work Environment for all employees.
F =....	Module 6: Using the PERFORM HR Platform	Module 6 aims to provide practical guidance to learners on how to use the PERFORM HR Platform throughout the entire employment cycle.

Score Table	
1– 5 points in any column	It is recommended that you complete the corresponding modules as this will provide you with basic understanding of the topics covered
6 – 11 points in any column	You will strengthen your knowledge and understanding in the topics covered by the corresponding modules.
12 – 16 points in any column	You will find the modules are a practical way of refreshing your knowledge and understanding of the module topics.



Annex 2.

PERFORM Training Course

Evaluation Form

Location:

Date:

Evaluator:	
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1. What did you like about the module content?

2. What do you think can be improved about the module content?



3. What did you like the Module presentations?

4. What do you think can be improved about the module presentations?

5. What did you like the PERFORM Toolkit?



6. What do you think can be improved in the PERFORM Toolkit?

7. Please rate the following statements using a scale from 'Totally Disagree' to 'Totally Agree'

	Totally disagree	Somewhat disagree	Neutral	Somewhat agree	Totally agree
The PERFORM Modules are an effective learning resource.					
The PERFORM Modules contain clear information about the topics covered.					
The PERFORM Toolkit on the Platform is practical and can be easily used.					
The PERFORM Training Material is based on relevant theory and practices					

8. Would you like to make any final comments on the PERFORM Training Materials and/or the HR Platform?

Thank you!



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