



# Sharing skills for Work-based Learning (WBL) in VET for Europe's hospitality sector

Skills Swap is an Erasmus+ Key Action 2 project. It is a Strategic Partnership for vocational education and training (VET) - Cooperation for innovation and the exchange of good practices



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## UPDATE ON PROGRESS:

Since our last publication on the progress of the project (September 2022), Rinova (UK), Sextaplanta and the Chamber of Commerce and Industry of Zaragoza (Spain), Dimitra (Greece), Folkuniversitetet (Sweden) and EDITC (Cyprus) have piloted towards **120 hospitality Skills Swaps**. In this newsletter, we present some examples Skills Swaps in each country. We also developed and finalized our **Skills Swap e-tracker**. This is an app that enables the involved worker or apprentice to keep a digital record of their skills swap - as an 'e-portfolio' - for future use in their careers. Its design has been led by our industry partner Sextaplanta from Spain, during which we tested it with users, companies and partners. We have also been busy completing our **Digital Toolkit for VET practitioners**. Led by our partner EDITC from Cyprus, this simple 'how to do it' guide for Vocational Education and Training organisations includes different interactive videos of case studies. Together with our **Employer Guide**, these three results complete our 'user suite for the parties to a skills swap in Hospitality - VET organisers, employers and companies, to use. They are all available in partner languages and are available from the project website.

We end our project with a conference in Greece on the 12<sup>th</sup> June at the **Central Public Library of Larisa 'Konstantinos Koumas'** ([google map](#)), organized as part of the "Week for Youth and Lifelong learning" in cooperation with Larisa Municipality within the "Larisa an UNESCO Learning City". Join us if you in the area!

Sharing Skills in hospitality



Skills Swap



## Piloting of Skill Swaps by RINOVA in United Kingdom Metro X Lakefield Hospitality College = Future Collaborations

Frankie Strinati from Lakefield Hospitality College and Fran Macmillan, proprietor of Metro Garden Bar and restaurant, first met at The Hospitality Academy Bitesize event hosted at Metro Graden in May 2022. They made a connection because of their shared passion for hospitality and wanted to find out more about each other and how they might work together. Enter Skills Swap!

Fran requested a visit via Skills Swap to the College, Lakefield is a unique charitable organisation that just celebrated its 60<sup>th</sup> anniversary, they specifically train young women in all aspects of hospitality, taking only 25 trainees a year. Trainees often live in the halls of residence and pay off their board and lodgings by working for Lakefield doing some food service and housekeeping. Trainees take part in many industry level competitions and recently attended the HRC show at Olympia taking part in some of the challenges on the day. Lakefield has an impressive track record their trainees complete 2 industry placements a year and go on to have great careers in the hospitality sector at top hotels and restaurants.



## Piloting of Skill Swaps by RINOVA in United Kingdom Metro X Lakefield Hospitality College = Future Collaborations

When Frankie and Fran met, they discussed a plan for 2 of the trainees to go on a 5-day placement to Metro Garden in July. Simisola Balagun and Hannah Lowther did their skills swap over a weekend where they had to meet with a client to plan their wedding, they also had a busy Sunday lunch service to get through and had to learn how to multitask on the job.



Having said that the feedback from the trainees was amazing, they loved everything about working in a busy restaurant and were able to put their training to good use and also learn valuable new skills to take back to the college.

The relationship between Fran and the college continues to develop beyond the skills swap, she has introduced them to some valuable industry contacts, and she recently attended the patron's dinner.

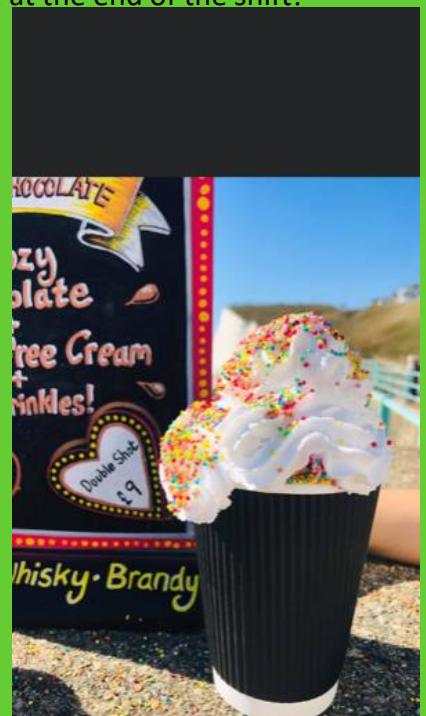
This is a great example of how a skills swap can develop between two employers to enhance their networking and development. Fran and Frankie are now looking to join forces to write some training materials together and hopefully they will continue their collaboration to develop further skills swaps.

## Piloting of Skill Swaps by RINOVA in United Kingdom All Change for Coastal Cafes

Two family run businesses, operating on the south coast of England opted to participate in Rinova's Skill Swap project, in the run up to a busy holiday season. Sea-front Whitecliffes Café and family restaurant Burger and Bird are two Brighton based family run businesses with some common areas of expertise but a different client base. Whitecliffes Café specialises in venue hire and day trade from local walkers taking in the sea air, Burger and Bird is a family run restaurant specialising in sit down meals and family bookings.



While both companies were keen to be involved, small tweaks to our standard model ensured we negotiated any potential hurdles (including the characteristics of a specific coffee machine) and working closely with the manager we were able to make the swap work for all concerned. A specialist Barista from B&B attended Whitecliffes to train 7 employees in how to make a range of standard and specialist coffees. Alongside this staff learnt about allergies, dietary needs and safety aspects of using the equipment and of course the most important and least popular part, how to clean the machine at the end of the shift!



## Piloting of Skill Swaps by RINOVA in United Kingdom All Change for Coastal Cafes

The staff really enjoyed their experience and felt it made all the difference to be going through the learning process together.

The Whitecliffe's manager commented, "We found this experience so helpful - often staff will teach each other how to use the coffee machine but that can mean that bad habits are passed down. It was so good to have a professional come in and teach even our most junior staff and it now means they will all be able to make professional standard coffees for our customers."

Participants also fed back about their experience:

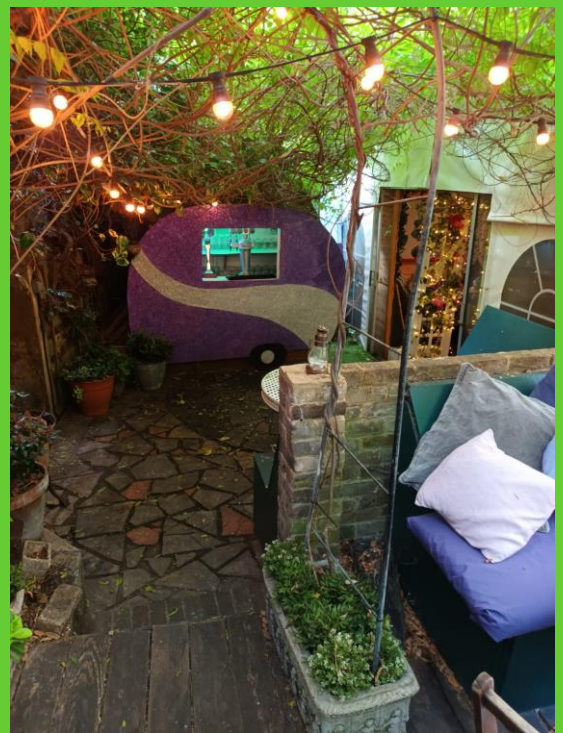
*'It was really good to learn from a professional and it will make me much more confident next time a customer asks for something I've not heard of before.'*

*'Learning about the health and safety aspect of using the equipment was really helpful'*

*'I was glad we were able to do the training in our own place as I think I'd have felt more nervous going to a place I didn't know'*

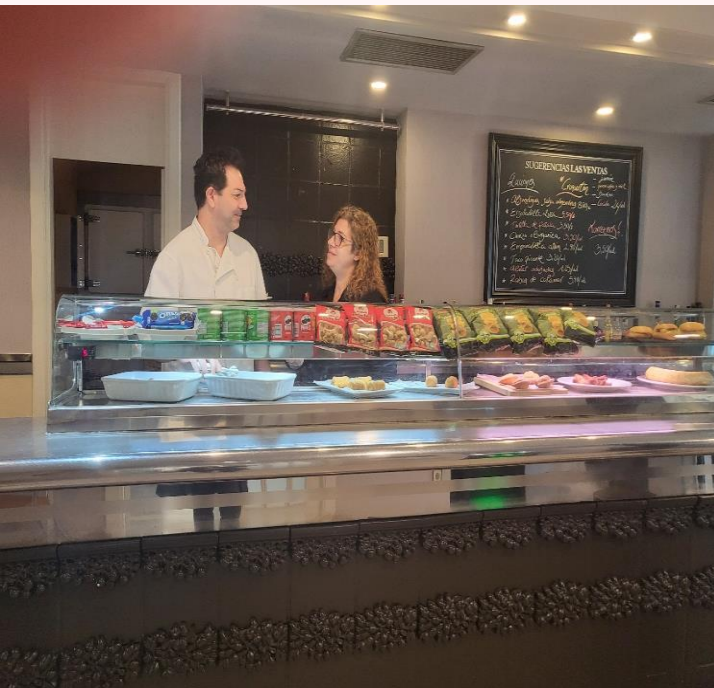
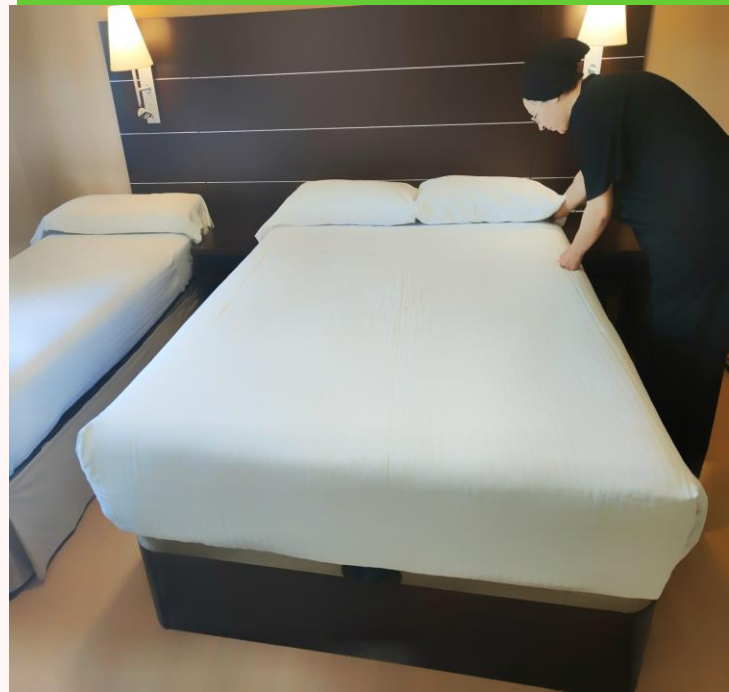
*'It was good to know that I'd been doing things right, but there were also things I learned that were new'.*

There is a lot of learning to be taken from organising the Skills swaps, sometimes they need to be adapted to make them for work the employers and those participating. Allowing flexibility will make the skills swap option more attractive to employers especially in the UK, where there are still staff shortages due to issues around recruitment and retention in the sector.



## Piloting of Skill Swaps by CCIZ in Spain

**CCIZ** have collaborated with the SR Hotels Group in Zaragoza to carry out these swaps. So far, a total of 11 swaps have taken place between Hotel Las Ventas and Hotel Europa and all of them have been carried out by women. These exchanges have had an average duration of one week and have allowed participants to develop both technical and interpersonal skills that have helped them to overcome some difficulties they encountered in their daily work. We are delighted to see the satisfaction of this hotel group and the positive impact it is having on its employees!



## Piloting of Skill Swaps by Sextaplanta in Spain

**Sextaplanta** is working closely with the University of Malaga and the Faculty of Informatics to organize some of the Skills Swaps between students undertaking work based learning and researchers and IT companies like Guadartel that provide services to the tourism sector.





## Piloting of Skill Swaps by DIMITRA in Greece

**DIMITRA** was assigned to implement 40 pilot swaps for the Skills Swap project. The pilots were implemented during Christmas period and they involved 40 employees in several Greek hospitality companies. DIMITRA runs Hospitality VET programmes in Larissa and Volos that conclude to specialties such as various staff of the accommodation sector, chefs of various categories and bakers as well as pastry chefs.

In this context, we collaborate with several companies of the hospitality industry that our students are recruited for internship. Through our collaborations and DIMITRA's impact in the hospitality industry in the central Greek region of Thessaly, 40 swaps were implemented successfully in the sectors of accommodation, restaurants, café-bars & bakery-pastry shops and highly positive results.



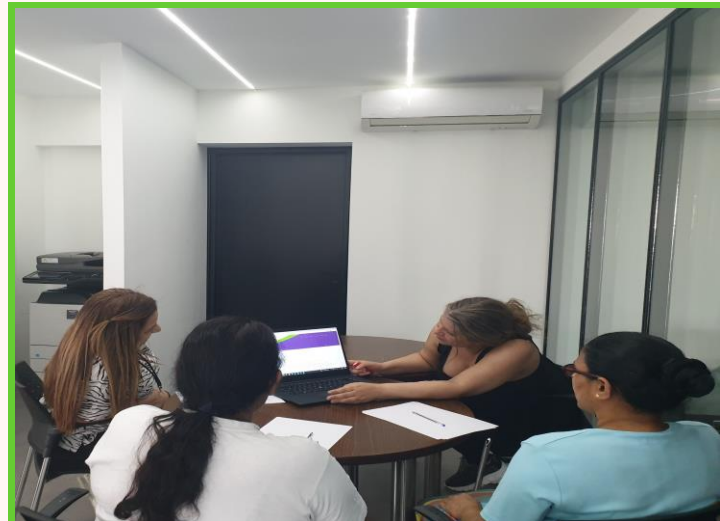
The VET coordinator Mr Lefteris Moschis, implementing the info-session to employers and employees of the Greek Skills Swap piloting

## Piloting of Skill Swaps by EDITC in Cyprus

**EDITC** was assigned 20 skills swaps. Members of EDITC firstly arranged personal meetings with the employees that were interested to participate in skills swaps and with employers in order to inform them about Skills Swaps and organize the swaps. There was great interest from their part.

Most of the participants in Cyprus Skills Swaps are women from rural areas that produce traditional products sold in tourist shops. Some Skills Swaps have finished and others will take place soon.

From the feedback received so far regarding the Skills Swaps both the participants and employers in the Skills Swaps were very happy with their participation in Skills Swaps. The participants were thrilled to learn while working!



In person meetings with employees that were interested in participating in Skills Swaps



## Partners

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