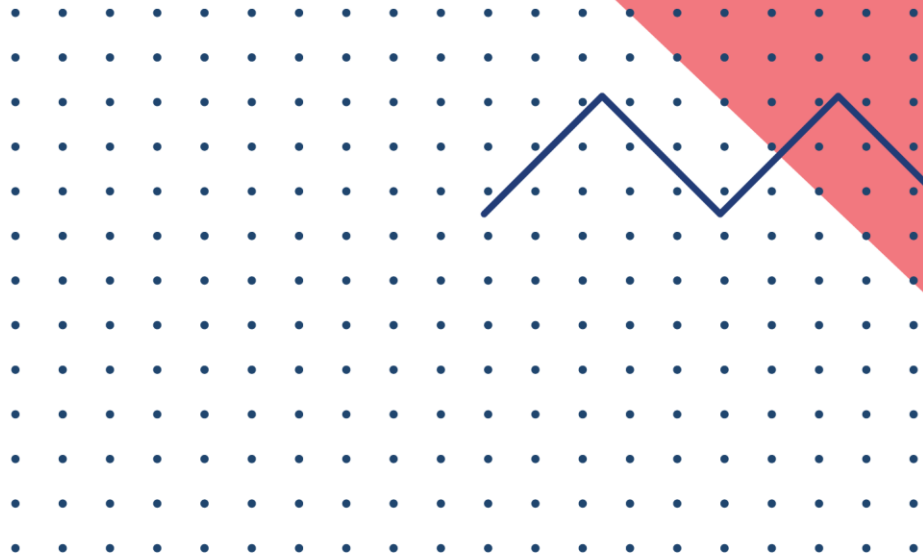# HOST

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Project

VET Curriculum for Hospitality Management and Human Resources Experts

A. HOST VET Course Summary

The VET HOST Curriculum will be aimed providing for the following:

- Preparing VET Educators for delivering the HOST VET Course and corresponding Training Material to satisfy the learning needs Hospitality HR and Managers, in order to support the professional development and inclusion of Staff with ASD.

- Educating Hospitality HR and Managers on how to implement the HOST Board Game in Practice and giving them knowledge on the importance of incorporating interactive Games to enhance their team-building and staff development actions.

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B. HOST VET Course Modules

General information about Autism Spectrum	• About the Autism Spectrum • What typical needs do staff with autism have towards the workplace, colleagues, employers, others • What legal and/ or social responsibilities do employers have involving staff with autism • How to include / adapt the Social Responsibility Policy

Module 1:

● The aims of the module:

The first module aims at informing learners about autism and to help identify the typical needs of staff with autism, and promote understanding and effective support among colleagues and employees. Another objective is to clarify any legal and social responsibilities of the employers in accommodating staff with autism. This module also aims to help organizations learn how to adapt and incorporate social responsibility policies aimed at creating a more inclusive work environment for staff with autism.

● The abstract to the module:

The module explores the typical needs of staff with autism, emphasizing the importance of empathy, support, and effective communication. It also discusses employers' legal and social responsibilities when involving staff with autism and provides practical recommendations for integrating these considerations into the company's social responsibility policy.

● The suggested units and content description:

Unit 1: Understanding Autism, Definition and Characteristics of Autism, Common Misconceptions, and Myths

Unit 2: Challenges Autistic People Face in the Workplace

Unit 3: Legal and Social Responsibilities of Employers, Anti-discrimination laws and reasonable accommodations, Promoting diversity, equity, and inclusion in the workplace, Benefits of employing staff with autism

Unit 4: Adapting Social Responsibility Policy, Assessing current workplace policies and identifying areas for improvement, Strategies for fostering an inclusive and supportive work environment, Incorporating feedback and ongoing evaluation

● Duration: 3 hours

Interactions with and among all staff

- Managers' communication behaviour and skills aimed at motivating others and giving feedback to staff with autism
- Describing and communicating job profiles, work and tasks, as well as responsibilities towards staff with autism
- Agreeing and communicating goals with them
- Communicating change and responsibilities regarding social inclusion towards others (other staff and external stakeholders)
- Promoting impact and benefits (internal and external awareness raising)

Module 2:

- The aims of the module:

This module deals with the manager's communication behavior and skills necessary for motivating others and giving feedback to autistic staff. One main aim is to describe and communicate job profiles, work, and tasks, as well as responsibilities towards staff with autism, as well as to help managers learn setting, agreeing, and communicating job goals. Another objective is to explore social inclusion and to educate hospitality managers about promoting impact and benefits.

- The abstract to the module:

The successful inclusion of staff with autism in hospitality requires special knowledge and insights about how to meet the staff how to include them in the job process, and together setting appropriate goals and work objectives.

- The suggested units and content description:

Unit 1: Understanding communication behavior and skills for motivating others and giving feedback to autistic staff

Unit 2: Job Planning: job profiles, work, tasks, and responsibilities towards staff with autism.

Unit 3: Goal Setting: Set, agree, and communicate job goals with them.

Unit 4: Social Inclusion for Managers

- Duration: 3 hours

Change Management	• Planning, Managing and Leading change in work procedures, infrastructure and environment • Implementing and supervising adaptations to collaboration • Finding and allocating resources needed for the change to involve staff with autism in the team

Module 3:

● The aims of the module:

Module 3 aims at training hospitality managers in planning, managing, and leading change in their organisation.

● The abstract to the module:

The inclusion of neurodivergent staff in an organisation and especially in the sector of Hospitality often calls for changes in the work environment that can only be overcome with some collective effort, teamwork, appropriate communication, and set targets. To successfully include autistic staff in neuro-diverse teams in hospitality, managers need to develop soft skills, and knowledge and learn about the practices that will allow them to manage the change toward a new environment that will create numerous new opportunities.

● The suggested units and content description:

Unit 1: The definition of Change Management

Unit 2: Planning, Managing, and Leading change in work procedures, infrastructure, and environment

Unit 3: Implementing and supervising adaptations

Unit 4: Teamwork and collaboration

Unit 5: Transferring knowledge to peers, colleagues, and subordinates

Unit 6: Resource Management toward Change

● Duration: 3 hours

| Support management | • Concept development and implementation of training measures for specific staff groups (i.e. with autism syndroms) and/ or all staff
• Adaptation and implementation of specific social inclusion measures
• Providing other support measures
• Support, Development and Education of neuro-diverse teams through gamification |

Module 4:

- The aims of the module:

This module aims at introducing learners to the concept of planning, developing, and implementing actions and activities that will support the employment and development of autistic employees in the EU Hospitality Sector.

- The abstract to the module:

Providing effective support for the personal and professional development of staff with autism is vital for a successful career path. It can help all members of a neuro-diverse team become more productive and social within their Hospitality teams. To provide effective support, hospitality managers need to be trained to develop knowledge, skills, and competences in a series of related topics.

- The suggested units and content description:

Unit 1: Concept development and implementation of training measures for specific staff groups (i.e. with autism syndromes) and/ or all staff

Unit 2: Adaptation and implementation of specific social inclusion measures

Unit 3: The definition of an Autism-friendly Work and Training Environment

Unit 4: Evaluation and Adaptation of an Autism-friendly Work and Training Environment

Unit 5: Team Management Skills (in Autism-friendly Teams)

Unit 6: Developing Staff through Gamification and Serious Games

- Duration: 3 hours

Evaluation and monitoring	- Evaluating change needs (e.g. tasks, work environments, teams for the inclusion of staff with autism) - Evaluating career pathways based on new job profiles for staff with autism and new staff inclusion - Evaluating and monitoring impact (e.g. performance, well-being, knowledge and skills improvement etc.) - Reporting towards stakeholders (based on SDGs and/ or existing Social Responsibility Policy)

Module 5:

- The aims of the module:

Module 5 will provide practical guidance to hospitality managers in supporting autistic staff throughout the entire employment process/cycle. This support can either be in the form of career guidance, evaluation of individual needs, or transfer of knowledge amongst a neuro-diverse team.

- The abstract to the module:

Providing effective support to autistic staff is critical for their well-being both as professionals and as individuals. Autistic staff in Hospitality can experience social isolation, stress, and marginalisation if the right support are not taken into consideration. Dissatisfaction in work life can be mitigated through appropriate support by their supervisors/ managers, who are in a prime position to affect and benefit from their inclusion and development in the workplace.

- The suggested units and content description:

Unit 1: The utilisation of tools for performance appraisal and identification of needs

Unit 2: The utilisation of tools for job satisfaction and identification of needs

Unit 3: Evaluation and analysis of appraisals and needs

Unit 4: Involving and Informing Stakeholders

- Duration: 3 hours

C. HOST VET Course Training Material: Details

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The HOST Training Material is developed in such a way, as to allow for blended, physical or digital delivery depending on the circumstances. The Training Course consists of a total of 5 Modules, covering the 5 Identified Knowledge Areas that were identified in the Learning Needs Analysis in the HOST Methodology:

- **Module 1:** **General Information about the Autism Spectrum**
- **Module 2:** **Interactions With and Among All Staff**
- **Module 3:** **Change Management**
- **Module 4:** **Support Management**
- **Module 5:** **Evaluation and Monitoring**

Each HOST Training Module includes its corresponding PowerPoint Presentation and Trainer Guide. Specifically:

- **The HOST Modules** are drafted as documents of text, images and references.
- **The HOST Module PowerPoint Presentations (or Slide Decks)** contain images and text designed to introduce a learners to the key learning points of their corresponding Modules during Training Sessions.
- **The HOST Module Trainer Guides** act as Guides for Trainers and they will contain the 'narrative' of presenting each Module. Theyl include examples of exercises and group activities, questions that should be asked during the trainings as well as different sources for further reading.
- **The HOST Training Assessment Tools:**
    i. **Learner Assessment Tool:** The HOST VET Course has its own 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.
    ii. **Training Session Assessment Tool**: This tool will gives Trainees the opportunity to evaluate their experience of participation in HOST Trainings.

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D. Tables: HOST VET Course Modules: Learning Outcomes and Assessment Critera

Module 1: General Information about the Autism Spectrum

Module 1 Aim	Module 1 aims at informing learners about autism and to help identify the typical needs of staff with autism, and promote understanding and effective support among colleagues and employees.	Guided Learning Duration: 3 hours

Learning Outcome		Assessment Criteria	
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
		1.2	Identify the impact and value of Social Responsibility Policies in Hospitality and the society in general
		1.3	Understand the structure of a Social Responsibility Policy
2	Understand the appropriate social interactions	2.1	Understand the definition of Inclusive Employment and staff engagement
3	Understand the Definition of the Autism Spectrum	3.1	Understand the definition of the Autism Spectrum and the general characteristics of people across the 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	This modules aims to develop communication, behaviour and skills necessary for motivating others and give feedback, as well as to describe and communicate job profiles, work, and tasks.	Guided Learning Duration: 3 hours
Learning Outcome	**Assessment Criteria**	
1 **Development of Comminication Skills**	1.1	Understanding communication and behaviour standards
	1.2	Skills for providing feedback
2 **Describing job responsibilities, establishing goals**	2.1	Demonstration of ability to describe job positions and responsibilities to autistic staff
	2.2	Demonstration of ability to set and communicate goals
3 **Mainting an inclusive work place**	3.1	Comprehension of the definition of social inclusion at the work place
	3.2	Comprehension of inclusion best practices

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Module 3: Change Management

Module 3 Aim		Module 3 aims at training hospitality managers in planning, managing, and leading change in their organisation.	Guided Learning Duration: 3 hours
Learning Outcome		**Assessment Criteria**	
1	Understand the Definition of Change in an organisation	1.1 Skills in planning, managing and leading change	
		1.2 Skills in Implementation and supervision of change	
		1.3 Comprehension of teamwork and collaboration practices	
		1.4 Ability to transfer knowledge to peers, colleagues and subordinates	
2	Resource Management	2.1 Comprehension of the resources required to bring change and resource management skills	

Module 4: Support Management

Module 4 Aim	This module aims at introducing learners to the concept of planning, developing, and implementing actions and activities that will support the employment and development of autistic employees in the EU Hospitality Sector.	Guided Learning Duration: 3 hours

Learning Outcome		Assessment Criteria	
1	Staff and Work Environment Management	1.1	Competency in planning training and social inclusion measures for neurodiverse staff
		1.2	Comprehension of Autism-friendly work and training environments
		1.3	Evaluation of autism-friendly work environments
		1.4	Demonstration of team management skills and skills for establishment internal support mechanisms
2	Supporting Staff through Gamification	2.1	Comprehension of the concept and definition of gamification
		2.2	Comprehension of gamification practices for training purposes
		2.3	Comprehension of gamification best practices

Module 5: Evaluation and Monitoring

Module 5 Unit Aim	Module 5 will provide practical guidance to hospitality managers in supporting autistic staff throughout the entire employment process/cycle.	Guided Learning Duration: 3 hours
Learning Outcome	**Assessment Criteria**	

1	**Using Relevant Tools for performance appraisal and enhancing job satisfaction of autistic staff**	1.1	Competence in using performance appraisal tool
		1.2	Competence in using job satisfaction evaluation tool
		1.3	Competence in assessing individual staff (with autism) needs and implementing action plans to meet those needs
		1.4	Comprehension of best practices in using relevant tools
	Involving and communicating with stakeholders	2.1	Competence in communicating inclusive employment topics to stakeholders
		2.2	Competence in assessing the impact of stakeholders in the implementation of inclusive employment

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E. HOST VET Course Specification

1. Course Target Groups/Trainee Profile

The target groups of the HOST VET Course are:

- VET Providers who are involved in education of Hospitality Management, including HR
- Hospitality Managers and HR Experts

More specifically, the HOST VET Course will be useful to 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 Management and HR, particularly Hospitality Management
- Are interested in enhancing the Social Sustainability of the European Business Sector

2. Course Duration and Structure

The HOST VET Training Course will have a duration of 2 full working days, a total of 16 hours.

The HOST VET Course Content and Materials will be designed in a specific way, in order to allow for Blended, Physical of fully Digital delivery.

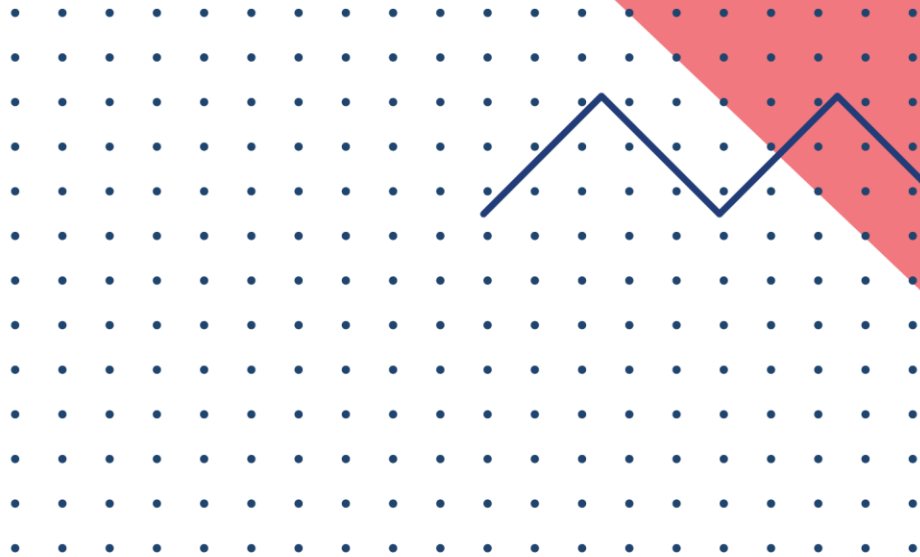| Indication of a HOST Training Seminar (in a Blended, Physical or Digital Format)		
Training Seminar Day 1	**09:00 – 12:00**	**Module 1**
	13:00 – 16:00	**Module 2**
	Ending the day/Discussion	
Training Seminar Day 2	**09:00 – 12:00**	**Module 3**
	13:00 – 15:00	**Module 4**
	15:00 – 17:00	**Module 5 and Discussion**

F. ANNEXES

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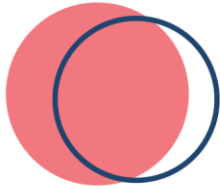
Self-Assessment Tool for Learners

Using the HOST Self-Assessment Tool

Step 1: The HOST Self-Assessment Tool include 20 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
4. Ability to manage Neurodiverse Staff Teams				3	
5. Ability to use tools for Employee Performance and Well-being Appraisal					2
6. Knowledge about the characteristics of Autism	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 HOST learning modules and training materials will be the most relevant to meet your learning needs.

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HOST Training: Learner's Self-Assessment

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

Statements	A	B	C	D	E
1. Knowledge on the Definition of the Autism Spectrum					
2. Ability to describe Job Profiles, Tasks and Responsibilities to autistic staff					
3. Comprehension of the definition of Change in an organisation					
4. Ability to manage Neurodiverse Staff Teams					
5. Ability to use tools for Employee Performance and Well-being Appraisal					
6. Knowledge about the characteristics of Autism					
7. Ability to support autistic staff in setting career goals					
8. Knowledge of Change Management Models					
9. Comprehension of the impact of neurodiversity in a team					
10. Communicating with external experts of inclusive employment					
11. Knowledge about the common challenges autistic people face at work					
12. Communicating inclusion-related subjects to stakeholders					
13. Implementing teamwork and collaboration in Change Management					
14. Knowledge on tailored training for neurodiverse groups					
15. Involving stakeholders and promoting inclusive employment					
16. Knowledge of the responsibilities of managers in inclusive employment					
17. Raising internal and external awareness about inclusive employment					
18. Resource Management for Change in an organisation					
19. Knowledge of the concept of Gamification					
20. Comprehension of the social impact of employing autistic staff					
Total Column Score					

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Assessment Results

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

Score	Module	Module Content
A =….	Module 1: General Information about the Autism Spectrum	Module 1 aims to introduce learners to the definition of Autism Spectrum, the characteristics of people who are on the spectrum, as well as the concept of CSR and inclusive employment.
B =….	Module 2: Interaction with and among all Staff	Module 2 aims to educate Hospitality Managers and HR Experts with the aim to develop skills and knowledge related to the effective communication with neurodiverse staff.
C =….	Module 3: Change Management	Module 3 aims to educate Hospitality Managers and HR Experts on the concept of Change in an organisation, how to implement change management models and how to manage resources for this purpose.
D =….	Module 4: Support Management	Module 4 is about educating Hospitality Managers and HR Experts on the concept and practices of supporting and developing neurodiverse teams, as well as the concept and implementation Gamification.
E =….	Module 5: Evaluation and Monitoring	Module 5 is about educating Hospitality Managers and HR Experts in using a set of Tools aimed at Employee Performance and Well-being Appraisals, and how to communicate the concept and benefits of inclusive employment to stakeholders.

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.

HOST Training Course

Evaluation Form

Location:

Date:

Evaluator:	

1. What did you like about the module content?

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

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3. What did you like the Module presentations?

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

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

	Totally disagree	Somewhat disagree	Neutral	Somewhat agree	Totally agree
The HOST Modules are an effective learning resource about the Autism Spectrum and Managing Staff with autism in Hospitality					
The HOST Modules contain clear information about the topics covered					
The HOST Training Material is based on relevant theory and practices					

6. Would you like to make any final comments on the HOST Training Materials?

Thank you!