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Present Stakeholders for Future
Wellness Tourism Skills' Development



WellTo PROJECT

NATIONAL CURRICULA FOR ACQUISITION OF AWC QUALIFICATION, SLOVENIA WP4, Deliverable 4.3.

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Administrator of Wellness Centre (AWC) – EQF/NQF 4, third degree of professional qualification

Legislation and other conditions

In Slovenia, the upper secondary education system is semi-centralised. The founding and financing of schools and the adoption and deployment of education programmes are decided on the national level. Schools and teachers are autonomous in the specific application of syllabus content, selection of teaching methods, human resources recruitment, employment relations and fresh enrolment.

Although educational programmes are set at the national level, schools are responsible to collaborate with local employers and to develop together with them a part of vocational modules, which represents 20% of the educational programme. Schools are also responsible to develop the school curricula in which they take into consideration the characteristics of students, possibilities for practical training in companies and proper conditions.

Formal forms of upper secondary education involve students aged 15–19. Upper secondary education for adults is based on the same educational standards and provided in various forms (courses, distance learning, e-education) and takes account of knowledge, skills and competences acquired at work (recognising non-formally acquired knowledge).

Upper secondary education in Slovenia is divided into general education and vocational education. Vocational education is provided by 3-years programmes of vocational education and 4-years programmes of technical education. Vocational and technical upper secondary education programmes are created on the basis of occupational standards (adopted by the Ministry of Labour) and designed by the competent expert service of the National Institute of VET (CPI), involving the competent ministry, chambers, professional associations and schools. The Expert Council for Vocational Education and Training confirm the proposed programme and refer it to the minister responsible for education for adoption.

Upper secondary technical education generally lasts 4 years and comprises 240 credit points. It is intended for students who have completed basic school. It involves a broadly designed programme with a double qualification: candidates obtain a vocational qualification and prepare for further study in higher vocational and professional higher education programmes. Programmes comprise a standard of general knowledge and compulsory and elective modules that offer options to students and in this way steer them towards various occupations. Modules of the open curricula are prepared by each school separately in line with their autonomy.

The possibilities for schools to integrate joint reference curriculum

In Slovenia, the development of the upper-secondary vocational and technical programmes is set at two levels: 80% of programmes is developed at the national level and 20% of

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programmes is developed by schools, this last part is called also “open curricula”. The open curricula is defined in collaboration between a school and local employers. A school invites stakeholders to collaborate in different manner, in some local communities strategic development groups exists, some other schools regularly collect informations by surveys or by stakeholders meetings. Schools and employers together discuss about possibilities to introduce additional vocational competencies, specialised knowledge or new profiles into the school curricula. Based on the expressed interest and presented needs, school prepare new modules to be introduce as the open curricula.

In the WellTo project, School canter Velenje together with the regional Chamber of Commerce has invited hotels and wellness companies to contribute to the occupational profile of Administrator of Wellness Services. In the previous years, the School centre Velenje already detected the needs to cover also competencies of administration and coordination of wellies activities in their curricula. With the partners in the WellTo project, especially with their experiences and knowledge, this idea came true.



Specific Professional Preparation

The School centre Velenje provides two programs in the field of gastronomy and tourism:

- 4-years upper-secondary technical programme Gastronomy and Tourism (EQF 4) and
- 2-years higher vocational study programme Gastronomy in Tourism (EQF 5)

In the line of the level of the AWC qualification profile and the level of partner schools the 4-years technical programme Gastronomy and Tourism was chosen to integrate the AWC qualification profile in it and to prepare a joint curriculum.

The comparison of chosen VET programme and AWC joint curriculum

Unit 1: Client communication	Coverage of the LOs in in the Gastronomy and Tourism programme	LOs for new modules
Learning outcome 1 Is able to communicate amicably and properly with clients and co-workers in state language and at least one foreign language	Business Communication and ICT English German French	/
Learning outcome 2 Is able to determine clients' needs from wellness products and services	Business Communication and ICT Hotel reception work Marketing at a company	/
Learning outcome 3 Is able to solve problems and conflict situations	Business Communication	/
Learning outcome 4 Is able to plan schedules	Hotel reception work	/
Learning outcome 5 Is able to make a reservation of the client	Hotel reception work	/
Unit 2: Development of individual SPA treatment program for client		
Learning outcome 1 Is able to present prepared individual SPA treatment program		Whole LO 1
Learning outcome 2 Is able to choose SPA procedures in cooperation with a client		Whole LO 2
Learning outcome 3 Is able to work with Wellness centre documents		Whole LO 3

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Learning outcome 4 Is able to give recommendations about healthy lifestyle	Basics of Hospitality and Tourism	/
Unit 3: Organization and coordination of the Wellness Centre (including budgeting)		
Learning outcome 1 Is able to organise the activities in the Wellness Centre		Whole LO 1
Learning outcome 2 Is able to coordinate the Wellness Centre team		Whole LO 2
Learning outcome 3 Is able to organize the effective offering of wellness products and services	Marketing at a company	/
Learning outcome 4 Contribution for the business goals achievement		Whole LO 4
Unit 4: Ensuring quality of the service in the Wellness Centre		
Learning outcome 1 Is able to ensure activities and harmonious atmosphere in Wellness Centre.		Whole LO 1
Learning outcome 2 Is able to ensure client satisfaction according to their needs and wishes.		Whole LO 2
Learning outcome 3 Is able to work according to working ethics recommendation to contribute to quality of Wellness Centre		Whole LO 3
Learning outcome 4 Is able to follow and implement health and safety regulations for optimal operation.		Whole LO 4
Unit 5: Marketing and sales activities towards the client		
Learning outcome 1 Is able to sell wellness products to end clients	Advise and sell tourism products Marketing at a company	/
Learning outcome 2 Is able to use marketing techniques and tools to support sales of wellness product to end clients	Advise and sell tourism products Marketing at a company	/

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Learning outcome 3 Is able to use modern ICTs in sales and marketing operations	Advise and sell tourism products Business Communication and ICT	/
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Appendix 1. Distribution of teaching hours for each year

The draft of new school curriculum Gastronomy and Tourism – Wellness specialisation

		Teaching hours	Credit points
	General subjects		110 credits
P1	Slovene language	487	24
P2	Mathematics	383	19
P3	English language	417	20
P4	German language	210	8
P5	Art	70	3
P6	History	105	5
P7	Geography	105	5
P8	Sociology	70	3
P10	Physics	70	3
P11	Chemistry	70	3
P12	Biology	70	3
P13	Physical education	340	14
	Vocational modules		75
M1	Gastronomy and Tourism basics	140	8
M2	Entrepreneurship and legislation	130	8
M3	Business communication and ICT	133	8
M4	Natural and cultural heritage	134	8
M9	Tourism guide services	230	12
M10	Advise and sell tourism products	132	8
M11	Processing of tourist products	234	12
M12	Hotel and reception services	130	8
M20	Tourist destination management	50	3
	Open curricula modules		
OK1	German language in tourism	132	6
OK2	French language	294	12
OK7	Marketing in a company	36	2
OK8	Organisation and quality of wellness services*	86	4
OK9	Development of SPA programs*	64	3
	Practical training in company	7 weeks	10
	Extracurricular activities	11 weeks	14
	Vocational matura		4

* AWC qualification profile is integrated as follows:

- partially in English, German and French languages
- partially vocational modules Business Communication and ICT, Basics of Hospitality and Tourism, Hotel reception work, Marketing at a company and Advise and sell tourism products
- and 2 additional open curricula modules were developed: Organisation and quality of wellness services and Development of SPA programs.

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