

Annex 1: DATA SHEET – SUSTAINABILITY TRAINING SYSTEM

TITLE OF TRAINING SYSTEM	
Good Practices in Sustainable Tourism Management	
Please assign the training course to one or more of the 10 Tourism2030-Topics¹ : Knowledge Networking, Training, Education Good Governance & CSR	
COURSE FRAMEWORK DATA	
Time period and dates: (→ Dates/ frequency/ period of course offer)	One-time joint training workshop to be held from June 18 th to June 19 th 2021 (but could be possibly reiterated and training content to be included on the website of the project)
Type of training course: (→ seminar, workshop, self-checks)	Workshop (a self-assessment test might be foreseen in the future, as well as the training content that would be probably included on the project's website in light of other trainings' content available from previously held workshops within the project implementation)
Course venue: (→ Online/In-situ)	In situ (see address below in CONTACT DETAILS TRAINING ORGANISATION)
Amount of working hours to complete the course:	2 (two) full days
Language of instruction:	English, Bulgarian and Serbian
Training course provider:	Chamber of Commerce and Industry of Kyustendil
COURSE CONTENT	
Short course description:	The training will bring together managers, administrators and owners of tourism businesses for networking and exchange of best practices in the tourism industry management.
Competences and skills: (→ What will be learned)	Building capacities and improving the knowledge and practical skills of the human resources of the tourism industry; The focus of the training will be the delivery of the training content developed within the framework of Activity 2 of the project under which the training is being provided and the provision of best practices and innovative solutions for developing and managing tourism businesses.
Specific course topics: (→ E.g. circular economy, plastic, food, energy, water, waste, biodiversity, green procurement, culture, etc...)	Indicative topics of the course, according to the organiser: Best practices in hospitality from the national and foreign experience; customer care; innovative management and marketing solutions, etc.
Structure of course (Syllabus):	Not indicated at the moment

¹ Natural Heritage & Biodiversity, Climate Change, Energy & Resource Efficiency, Travel, Transport and Mobility, Good Governance and CSR, Marketing & Certification, Cultural Heritage, Lifestyles and Diversity, Value Chain Management & Fair Trade, Human Rights & Labor Rights, Destination Management, Knowledge Networking, Training, Education

Working methods:	To be specified during the training
PARTICIPATION DETAILS	
Target group: (→Hotels, apartment providers, camp sites, tour operators, restaurants, other)	Managers, administrators and owners of tourism businesses
Number of participants:	20 (10 from Bulgaria and 10 from Serbia)
Participants prerequisite:	Not indicated
Technical requirements	Not mentioned
FURTHER INFORMATION	
Certificate:	Not indicated
Course fee:	Free of charge
Registration (modalities):	Not found but most probably by contacting the organiser
CONTACT DETAILS TRAINING ORGANISATION	
Name:	Chamber of Commerce and Industry of Kyustendil
Postal address:	ulitsa Buzludzha 99, Kyustendil, Bulgaria
Website:	<p>Website of the INTERREG Project and the training announcement: Good practices in sustainable tourism management - e-Tourism University (etourism-bgrs.com)</p> <p>Website of the Chamber of Commerce and Industry of Kyustendil: КТПП - Кюстендил - Начало (cci-kn.org)</p>