

TURISMO DE  
PORTUGAL



# Integrar

## PARA O TURISMO

PROGRAMA DE FORMAÇÃO E INTEGRAÇÃO DE MIGRANTES E  
BENEFICIÁRIOS DE PROTEÇÃO INTERNACIONAL NO SETOR DO TURISMO

DIRECTORATE OF SKILLS MANAGEMENT AND TRAINING 2024

## 1. Project Purpose

### Training/employment programme for the reception, qualification and professional integration of migrants and Beneficiaries of International Protection for the

- Develop an intensive technical training programme in the area of Hospitality and Service aimed at Migrants and Beneficiaries of International Protection
- Equip participants with personal, social and professional skills that will qualify them to work in tourism, hospitality, and catering companies
- Help improve conditions for the integration of refugees and migrants and prepare them for integration into the tourism sector, positioning Portugal as an international benchmark in welcoming people in these circumstances
- Develop professional skills that will qualify participants to work in hospitality and catering companies, through practical training methodologies of “learning by doing”, including training in the areas of communication, languages and Portuguese culture.
- Develop a job market insertion programme, in cooperation with business associations, that will ensure the professional integration of the trainees through the provision of paid internships and/or first job contracts.
- Contribute to the social responsibility of tourism companies and the development of the multicultural workforce, reinforcing the sector's contribution to building a fairer and more inclusive society.

## 2. Partners

- The project will be developed by Turismo de Portugal (through its network of Hospitality and Tourism Schools), in partnership with the Agency for Integration, Migration and Asylum (AIMA) and the Portuguese Tourism Confederation (CTP)



## 3. Profile | Eligibility Requirements

- Migrants and Beneficiaries of International Protection
- Adults, integrated under AIMA-coordinated or other duly validated programmes;
- Habitual residence in Portugal
- Properly documented circumstances (residence authorisation and identity documents)
- No outstanding tax or social security debts
- Have some knowledge of Portuguese or English.

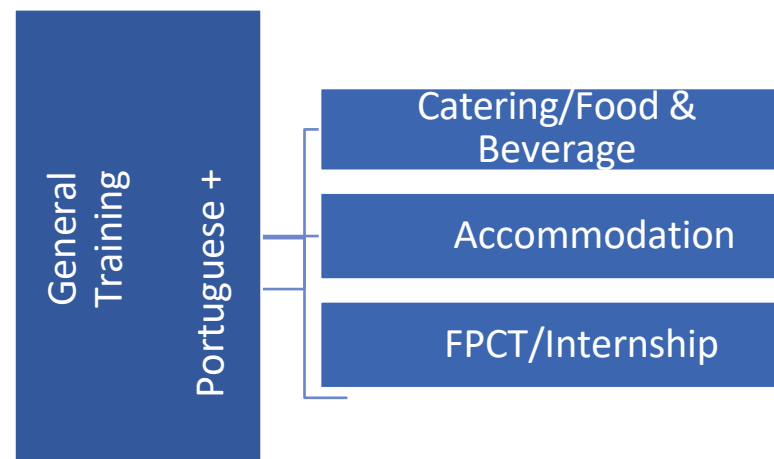
## 4. Venues

- Turismo de Portugal Schools
- Other venues that may be identified as suitable for training

## 5. Training Plan

The training plan consists of **three components**:

- **General Training** - To be undertaken by all participants; includes behavioural and language-learning modules
- **Technical Training** - Catering/Food & Beverage and/or Accommodation/Hospitality
- **On-the-job Practical Training (internship)** - To be carried out in hotels and/or catering establishments



## 6. Programme Duration

- General and Technical Training - 360 hours (3 months)
- Practical Training in the Workplace: 160 hours (one month)
- **Total Course Duration: 520 hours**

## 7. Programme

### GENERAL TRAINING

MODULE 1	GOALS	TOPICS
<p><b>PORTUGUES</b></p> <p><b>E</b></p> <p><b>ENGLISH</b></p>	<ul style="list-style-type: none"> <li>▪ Information of a personal and professional nature</li> <li>▪ Introduce yourself to others.</li> <li>▪ Give and ask for personal and professional information.</li> <li>▪ Describe people and places.</li> <li>▪ Talk about day-to-day activities.</li> <li>▪ Identify means of transport; timetables.</li> <li>▪ Ask for help</li> </ul>	<ul style="list-style-type: none"> <li>▪ Identification and personal characterisation</li> <li>▪ Countries and cities; Nationalities; Languages; Addresses; Phone numbers; Marital status; Date of birth; Age; Gender; Qualifications; Forms / visa / cards; Forms of address; Physical description;</li> <li>▪ The family and kinship relations; The house; The city</li> <li>▪ The days of the week; Cardinal numbers; The months; Dates</li> <li>▪ Affirmative/negative/interrogative sentences</li> <li>▪ Names and adjectives: masculine / feminine; singular / plural</li> <li>▪ Definite articles and prepositions (and contractions): in; of; Interrogatives: Where?; From where?; When?; Who?; Which?; How?; Why?; Because?; How many? Place locutions: in front of; next to...; Possessives: my / mine; your / yours; his / hers; - Demonstratives: this / these</li> <li>▪ Day-to-day life</li> </ul>

		<ul style="list-style-type: none"> <li>▪ Meals; Parts of the day; Hours; Timetables; Means of transportation; Daily habits; Prices; Money; Types of Tickets and Passes; Traffic jam</li> </ul>
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MODULE 2	GOALS	TOPICS
<b>SOFT SKILLS: COMMUNICATION AND WELCOME</b>	<ul style="list-style-type: none"> <li>▪ Identify the main techniques for improving effectiveness in communication</li> <li>▪ Identify strategies that contribute to personal and social development</li> </ul>	<ul style="list-style-type: none"> <li>▪ Personal and professional goals;</li> <li>▪ Understanding your behaviour and attitudes;</li> <li>▪ Values and beliefs;</li> <li>▪ Building trust;</li> <li>▪ Teamwork;</li> <li>▪ Personal and professional hygiene (dress code; uniforms and attire)</li> <li>▪ Managing emotions / resilience and motivation</li> </ul>

MODULE 3	GOALS	TOPICS
<b>GETTING TO KNOW PORTUGAL</b>	Learn about the main characteristics of Portugal as a host country: geography, culture and heritage.	<ul style="list-style-type: none"> <li>▪ Geographical location and brief framework of the History of Portugal</li> <li>▪ Geo-cultural Generalities of Portugal: Climate, Population, Fauna and Flora, Symbols, Identity (language, flag, etc.), Traditions;</li> <li>▪ Cultural Heritage</li> <li>▪ Institutional literacy: main services</li> </ul>

### TECHNICAL TRAINING | CATERING

	GOALS	TOPICS
<b>BASIC PREPARATIONS AND METHODS OF COOKING AND PASTRY-MAKING</b>	<ul style="list-style-type: none"> <li>▪ Carry out the main basic preparations for cooking and pastry-making</li> <li>▪ Carry out the main basic methods in cooking.</li> <li>▪ Develop the appropriate procedures for good hygiene practices in food production/cooking.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Basic preparations</li> <li>▪ Peel and cut fruits and vegetables</li> <li>▪ Clean and cut fish and shellfish</li> <li>▪ Basic methods; Boiling; Baking; Frying; Grilling; Stewing; Casseroling; Sautéing; Braising;</li> <li>▪ Basic Notions of Pastry-making and Bakery</li> <li>▪ Brief Notions of Hygiene and Food Safety.</li> </ul>

	GOALS	TOPICS
<p><b>RESTAURANT SERVICE</b></p>	<ul style="list-style-type: none"> <li>▪ Identify the characteristics and operating rules of the restaurant/bar</li> <li>▪ Identify the equipment and utensils of the restaurant/bar that are suitable for the different service techniques.</li> <li>▪ Identify the structure and composition of set menus, à la carte menus, wine lists and bar menus.</li> <li>▪ Carry out the provisioning of various products, ensuring their state of conservation.</li> <li>▪ Identify the procedures inherent to the organisation of the restaurant/bar service.</li> <li>▪ Recognise the importance of complying with hygiene and safety standards.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Organisation and operation of the restaurant: Equipment and Utensils; Clothing; Towels; Functions of the kitchen brigade;</li> <li>▪ Mise-en-place</li> <li>▪ Welcoming customers</li> <li>▪ Performing simple cafeteria services (simple drinks, sandwiches, etc.)</li> <li>▪ Hygiene and safety standards</li> </ul>



## TECHNICAL TRAINING | ACCOMMODATION

	GOALS	TOPICS
<b>HOUSEKEEPING PRACTICES</b>	Effectively carry out housekeeping duties in bedrooms and public areas.	<ul style="list-style-type: none"> <li>▪ Main rules for organising housekeeping duties: cleaning and tidying of bedrooms and public areas</li> <li>▪ Schedules;</li> <li>▪ Cleaning and tidying of bedrooms</li> <li>▪ Turndown service and general cleaning</li> <li>▪ Keeping housekeeping carts clean and tidy</li> <li>▪ Processes and methods of sanitation</li> <li>▪ Good hygiene and safety practices</li> </ul>

	GOALS	TOPICS
<b>ORGANISATION AND OPERATION OF LAUNDRY AND LINEN SERVICES</b>	Identify the most common organisational and functional structures in the laundry and linen departments of hotels.	<ul style="list-style-type: none"> <li>▪ The laundry and linen department</li> <li>▪ Reception and treatment of linens;</li> <li>▪ Equipment, resources and work methods</li> <li>▪ Organising the work of a laundry and linen department</li> <li>▪ Distributing and planning the work</li> <li>▪ Contacting other departments</li> <li>▪ Uniform and personal hygiene</li> </ul>

## PRACTICAL TRAINING IN THE WORKPLACE/INTERNSHIPS

The practical on-the-job training/internships occur after the completion of the technical training. Trainees will be placed with tourism sector companies, specifically in the segments of catering and hospitality/accommodation. The aim is to contribute to technical learning in a real-life work context, fostering teamwork.



### INTERNSHIPS | ON-THE-JOB TRAINING

**APPOINTMENT OF A MENTOR/TUTOR:** whose mission will be to contribute to the trainees’ reception and integration in the host companies

**INTERNSHIP PROPOSALS:** that afford the possibility of the trainees being taken on by their host companies after their internships

**TRAINING PROGRAMME:** can be adjusted to the specific needs of host companies, in cases where concrete proposals are presented for the future integration of a group of 25 or more trainees

## 8. Training Model

- The programme consists of face-to-face classes taught at Turismo de Portugal's network of schools or at other venues chosen by the parties.
- The teaching methods and learning strategies involve the application of group dynamics, development of work and projects, as well as the study of practical cases.

## G. Assessment

- Assessment is formative in nature. It is based on learning outcomes and aimed at the development of skills, participation, commitment and the completion of tasks under the instructor's guidance.
- Participants must attend 90% of the total number of training hours per module.

## 10. Certification

- At the end of the course, participants are entitled to the **Vocational Training Certificate**, awarded by Turismo de Portugal, I.P., as the National Tourism Authority for Tourism.

## II - JOB LEADER Programme | Goals, Duration and Topics

- Train Company Mentors/Tutors
- Contribute to the success and professional fulfilment of the trainees during their internship
- Raise awareness among company employees about the reception and welcome of participants in the "Integrate for Tourism" Programme, during the phases of the process: welcome; integration; monitoring and assessment.
- The programme will consist of six hours of face-to-face classes to be held at Turismo de Portugal’s network of tourism schools.

### Session Programme

TOPICS	DURATION
Challenges of Talent Management in the Tourism Sector	1h30
Corporate Social Responsibility	1h30
Multiculturalism and Diversity	1h30
Onboarding and Monitoring	1h30

- At the end of the session, the Tripartite Internship Agreement with the Companies (school, company and trainee) will be signed.