

15. Service for the disabled and the elderly by tourist companies

Unit A/A	ANALYSIS OF THE CONTENT OF SECTIONS	DURATION (HOURS)
1	<p>Presentation of Legislation and Rights of the Disabled</p> <ul style="list-style-type: none"> • General Overview of Legislation • Rights and Obligations • Implementation of Legislation 	0,75
2	<p>Identification of Needs and Challenges of people with disabilities and the elderly</p> <ul style="list-style-type: none"> • Identification of Needs • Challenges and Obstacles • Different Categories of Need • Case studies 	0,75
3	<p>Adaptation of Services (infrastructure, Services , benefits, emergency)</p> <ul style="list-style-type: none"> • Infrastructure Assessment • Services and Benefits • Emergencies • Practical Examples 	0,75
4	<p>Communication Skills</p> <ul style="list-style-type: none"> • Strategies Communication • Interaction Techniques: • Building Rapport • Assessing Cues • Questioning Techniques 	0,75
TOTAL		3