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Learner's guide

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1. Welcome to TourX

Welcome to TourX – CoVEs for the Tourism Industry, a European Centre of Vocational Excellence (CoVE) initiative designed to strengthen vocational education and training in the tourism sector.

TourX brings together 23 partners from seven countries, representing vocational education and training providers, the tourism industry and regional authorities. Through cooperation between education and the world of work, TourX aims to help vocational education respond more effectively to changing skills needs and contribute to a more competitive, sustainable and resilient tourism sector.

At the heart of TourX is the Hospitality Labs Toolbox for Excellence, which supports the development and delivery of competence-based training and creates stronger connections between learning and professional practice. The TourX approach also promotes cooperation between VET providers, businesses and public authorities through regional Knowledge Triangles.

As a TourX learner, you are part of a learning experience designed to help you develop knowledge, practical skills and competences that are relevant to the changing tourism industry. The programme connects vocational learning with professional practice and places particular emphasis on skills development, employability, sustainability and stronger links between education and the workplace. These priorities reflect TourX's stated objectives and expected impact.

2. About this Learner's Guide

This Guide is designed to help you navigate your TourX learning experience.

It will introduce you to:

1. the TourX Hospitality Labs and training structure;
2. your available learning pathways;
3. modules, units, learning outcomes and learning hours;
4. the TourX learning approach and learning resources;
5. Work-Based Learning and its role in your programme;
6. assessment and progress;

7. the TourX MOOC platform; and
8. learner support and accessibility.

Use the Guide as a reference throughout your learning journey, from selecting and understanding your pathway to completing learning activities and applying your skills in practice.

- Explore
- Learn
- Practise
- Apply
- Reflect
- Progress

2.1 About the Hospitality Labs

The TourX Hospitality Labs are a central component of the TourX approach to vocational excellence in tourism. They are designed to strengthen the connection between vocational education and training and the real needs of the tourism and hospitality sector.

The concept builds on the experience of the VET2Business project, where Hospitality Labs were introduced as simulated real workstations—including hotel rooms, restaurants and front desks—allowing tourism learners to practise in environments reflecting real hospitality operations. TourX builds on and expands this approach as part of its wider Hospitality Labs Toolbox for Excellence.

The TourX project describes the Hospitality Labs Toolbox as a collection of tools and visualised materials designed to improve the quality, efficiency, relevance and impact of VET for learners, businesses and other stakeholders. The design and pilot operation of the Hospitality Labs are also identified among the project's main expected results.

2.2 From learning to professional practice

The Hospitality Labs approach places particular emphasis on connecting learning with professional practice. Rather than focusing only on theoretical knowledge, the TourX training model supports the development of competences that can be applied in tourism and hospitality settings.

The TourX approach includes competence-based curricula, training in Hospitality Labs and a strong Work-Based Learning component, enabling learners to develop

and apply skills in environments connected to professional practice. The original project design specifically foresees Hospitality Labs as environments where, for example, digital skills can be practised in a real-job context.

For you as a learner, this means that your learning experience is intended to connect:

- Knowledge
- Practice
- Workplace Application
- Competence

What can you develop through the Hospitality Labs?

The TourX training approach addresses both occupation-specific competences and broader competences needed in a changing tourism sector. In particular, TourX places emphasis on:

Digital competences, supporting learners in responding to the increasing digitalisation of tourism services and operations. The project links its competence-based curricula with European digital competence frameworks and foresees practical application of digital skills through the Hospitality Labs.

Green competences, supporting more sustainable tourism practices, including areas such as resource management, energy, water, emissions and waste, as well as communicating sustainability to guests.

Social and intercultural competences, reflecting the diverse nature of tourism. TourX incorporates diversity and multiculturalism into its competence-based training and connects these with areas such as sustainable, cultural and accessible tourism and the provision of services to diverse groups of travellers.

2.3 The Hospitality Labs within Your TourX Learning Journey

The Hospitality Labs should not be understood simply as a physical training space. Within TourX, they form part of a broader learning approach that connects competence-based curricula, learning resources, practical activities, digital learning and Work-Based Learning.

As a learner, you will mainly interact with the parts of the TourX ecosystem that directly support your learning: your curriculum, learning materials, practical activities, the MOOC and Work-Based Learning opportunities.

Hospitality Labs connect what you learn with what you need to be able to do in professional practice.

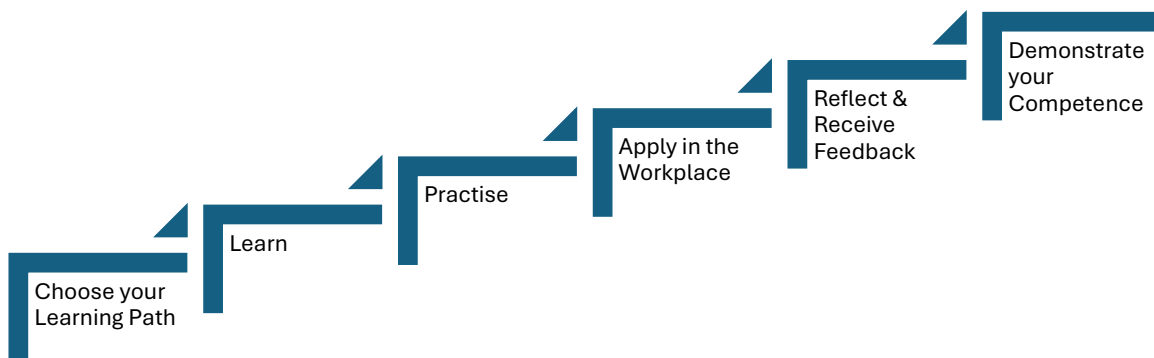
3. Your TourX Learning Journey

Your TourX learning journey is designed to help you move progressively from understanding new concepts to applying competences in professional practice. Learning is not limited to studying training materials: the TourX approach combines competence-based curricula, learner-friendly learning methods, digital learning and practical application.

The TourX project was designed around competence-based training curricula, supported by learning materials and methods such as tutorials, real-life examples, good practices and gamification. It also includes a MOOC platform and a strong Work-Based Learning component to connect training with real-work environments.

3.1 Your Learning Journey at a Glance

A simple way to understand your TourX journey is:



Each stage has a different purpose.

Stage	What this means for you
Choose your Learning Path	Follow the curriculum and level that correspond to your training needs and professional context.
Learn	Explore the learning materials and develop the knowledge and understanding related to each topic.
Practise	Use activities, examples and practical tasks to put what you have learned into practice.
Apply in the Workplace	Transfer relevant knowledge and skills to authentic workplace situations through Work-Based Learning.
Reflect & Receive Feedback	Consider your performance and use feedback from trainers and workplace supervisors to identify progress and areas for improvement.
Demonstrate your Competence	Show that you can use your knowledge and skills effectively in tasks connected to the expected learning outcomes.

3.2 Learning through Different Environments

During your TourX journey, learning can take place in different but connected environments.

Online learning gives you access to TourX learning resources through the MOOC environment. The original TourX design specifically includes a MOOC to broaden access to upskilling and reskilling opportunities.

Practical learning allows you to move beyond theory. TourX foresees learner-friendly methodologies including tutorials and gamification, as well as real-life examples and good practices.

Work-Based Learning (WBL) takes this connection one step further by providing structured learning in authentic work situations. WBL is intentional, connected to learning objectives and designed to complement theoretical learning rather than simply represent informal experience at work.

3.3 Your Role in the Learning Journey

You are expected to take an active role in your TourX learning experience. This means engaging with the learning materials and activities, practising new skills, participating in relevant workplace tasks and using reflection and feedback to support your progress.

During WBL in particular, learners are expected to participate actively in the learning process, while VET providers and enterprises provide the necessary preparation, learning opportunities, mentoring and supervision.

The objective is therefore not simply to complete learning content, but to gradually develop the ability to apply what you have learned in relevant tourism and hospitality contexts.

Your TourX journey connects learning with practice:

Understand
it

Practise it

Apply it

Reflect on it

Demonstrate
it

4. Understanding Your Curriculum

Your TourX curriculum provides the structure for your learning journey. It defines what you are expected to learn, the competences you are expected to develop, and how learning is connected with professional practice.

TourX curricula were designed as competence-based training curricula for the tourism sector. The project framework covers different qualification levels and integrates occupation-specific competences with transversal areas such as digital, green and intercultural skills.

This section will help you understand the main elements you will encounter when following your curriculum.

4.1 Learning Pathways

TourX offers different learning pathways according to the professional area and qualification level addressed by the training.

The curricula are organised around the main TourX pathways:

- Hospitality Management – EQF Level 4
- Hospitality Management – EQF Level 6

- Travel Agency – EQF Level 4
- Travel Agency – EQF Level 6
- Soft Skills

You do not need to study every TourX curriculum. You should follow the learning pathway that corresponds to the programme in which you are participating.

The individual pathways and their content are presented in more detail in Section 5 – Choose Your Learning Path.

4.2 Understanding EQF Levels

Some TourX curricula are associated with a European Qualifications Framework (EQF) level.

The EQF provides a common European reference for understanding qualifications. Its eight levels describe learning in terms of knowledge, skills, responsibility and autonomy, making qualifications from different education and training systems easier to understand and compare.

Within your TourX pathway, the EQF level helps indicate the expected level of complexity and autonomy of the competences you are developing.

You do not need to use the EQF to navigate individual learning activities. Think of it primarily as a reference point for understanding the overall level of your curriculum.

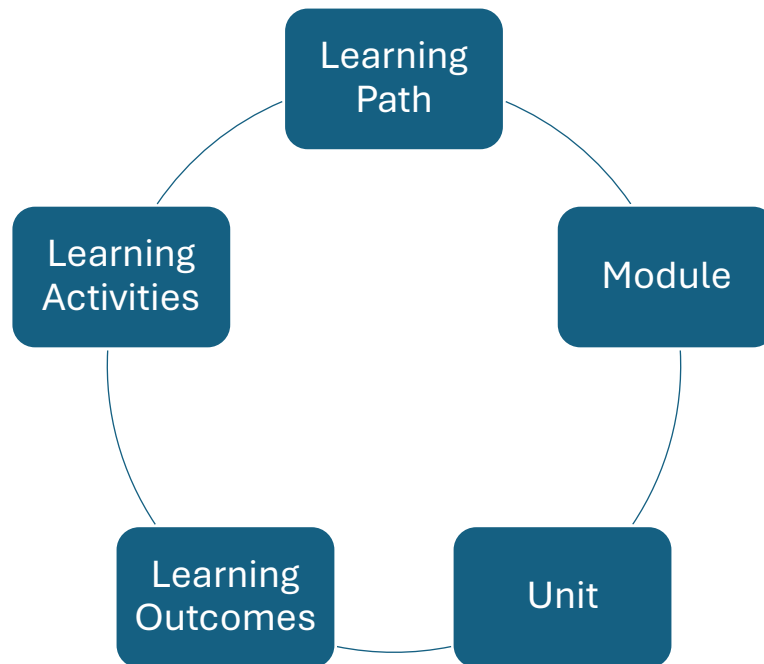
4.3 Modules and Units

Your curriculum is divided into modules, which organise learning around broader professional or competence areas.

Modules may then be organised into units, allowing the content to be divided into more focused learning topics.

A simple way to understand the structure is:

Learning Path → Module → Unit → Learning Outcomes → Learning Activities



This structure allows you to see how individual topics contribute to the broader competences of your selected pathway.

4.4 Learning Outcomes

Each part of your curriculum is connected to Learning Outcomes (LOs).

Learning outcomes describe what you are expected to know, understand and/or be able to do after completing a learning experience. In TourX, they are particularly important because the curricula follow a competence-based approach.

For you as a learner, learning outcomes provide a useful reference before and after studying a unit:

Before learning: *What am I expected to achieve?*

During learning: *Which activities will help me achieve it?*

After learning: *Can I demonstrate what the learning outcome asks me to do?*

This is also what creates the connection between curriculum and workplace practice. In the TourX WBL scheme, competences are expected to be translated into specific and observable workplace tasks.

4.5 Learning Hours and Workload

Your curriculum also indicates the learning time or workload associated with its different components.

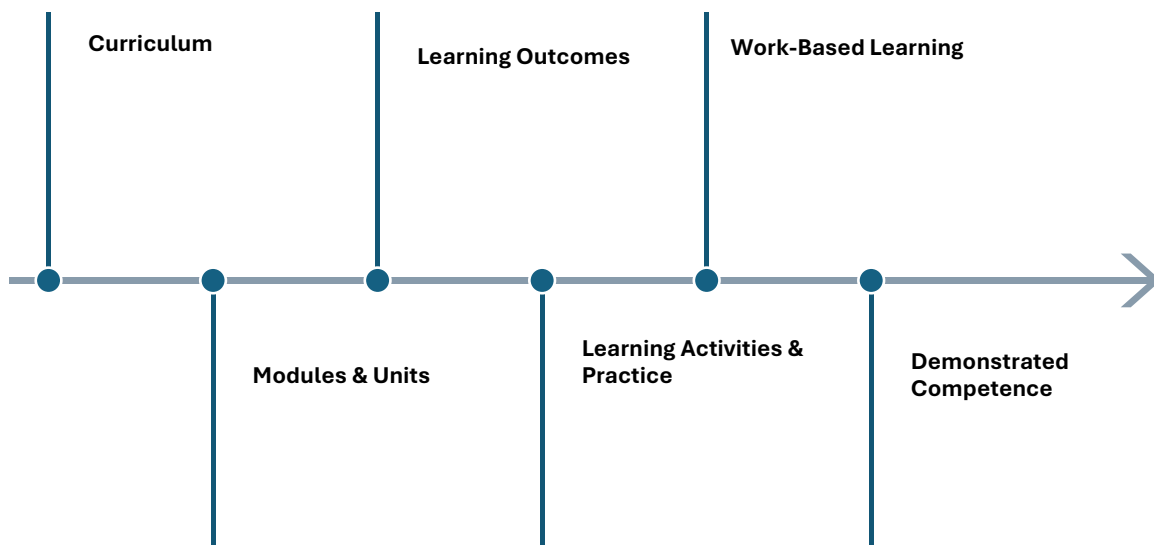
Learning time should not be understood only as the time spent reading or viewing learning materials. Depending on the curriculum and learning activity, it can include different forms of learning and practical application.

A significant element of the TourX approach is Work-Based Learning. The TourX WBL framework specifies that a minimum of 30% of each training programme should consist of structured WBL, strengthening the connection between the curriculum and workplace practice.

The detailed workload of your pathway is presented later in Section 10 – Your Curriculum at a Glance.

4.6 From Curriculum to Competence

The different elements of your curriculum are designed to work together rather than as separate pieces of information.



For example, a competence related to digital booking systems can move from learning about the system to observing its use, completing supervised reservation tasks and eventually carrying out relevant tasks more independently. The TourX

WBL scheme uses this progression as an example of how curriculum competences can be translated into workplace practice.

What you need to remember

You do not need to understand the technical curriculum-design process behind TourX. As a learner, focus on four questions:

Which learning pathway am I following?

What are my modules?

What am I expected to achieve?

How will I practise and demonstrate it?

5. Choose Your Learning Path

TourX provides different learning pathways designed around Hospitality Management, Travel Agency operations and transversal skills, at different qualification levels.

Your learning pathway determines the modules and units you will follow, their expected learning outcomes and the level at which you are expected to apply your knowledge and skills. You are not expected to complete all TourX pathways; follow the curriculum assigned or recommended to you by your training provider.

5.1 Hospitality Management – EQF Level 4

This pathway is aimed at developing competences for the operational aspects of hospitality services. Learning focuses on applying relevant knowledge and skills to typical hospitality activities and workplace situations.

At EQF Level 4, the emphasis is on developing practical competences that enable you to perform tasks, respond to workplace situations and take responsibility for completing activities within your professional context.

Choose this pathway if: your training programme focuses on operational-level hospitality competences at EQF Level 4.

5.2 Hospitality Management – EQF Level 6

The Hospitality Management EQF Level 6 pathway addresses hospitality competences at a more advanced level of responsibility and complexity.

Compared with EQF Level 4, learning at this level requires greater autonomy and a broader understanding of professional activities. Depending on the modules included in your programme, you may be expected to analyse situations, make decisions, manage activities or apply knowledge to more complex hospitality contexts.

Choose this pathway if: your programme focuses on advanced hospitality management competences at EQF Level 6.

5.3 Travel Agency – EQF Level 4

This pathway focuses on competences relevant to travel agency operations and services at EQF Level 4.

The curriculum supports the development of knowledge and practical skills that can be applied to relevant travel-service tasks and workplace situations.

Choose this pathway if: your programme prepares you for operational travel agency activities at EQF Level 4.

5.4 Travel Agency – EQF Level 6

The Travel Agency EQF Level 6 pathway develops competences for more advanced professional and managerial contexts within travel services.

Learning at this level places greater emphasis on autonomy, decision-making and dealing with more complex professional situations.

Choose this pathway if: your programme addresses advanced travel agency competences at EQF Level 6.

5.5 Soft Skills

TourX also includes a Soft Skills pathway, reflecting the importance of transversal competences in tourism and hospitality.

These competences complement technical and occupation-specific skills and support effective performance across different tourism roles and working environments.

They are particularly relevant because tourism involves continuous interaction with customers, colleagues, supervisors and people from different cultural and professional backgrounds.

Finding the Right Path

<i>If your programme focuses on...</i>	Your pathway
<i>Operational hospitality competences</i>	Hospitality Management – EQF 4
<i>Advanced hospitality management competences</i>	Hospitality Management – EQF 6
<i>Operational travel agency competences</i>	Travel Agency – EQF 4
<i>Advanced travel agency competences</i>	Travel Agency – EQF 6
<i>Transversal professional competences</i>	Soft Skills

Your learning path tells you where you are going. Your modules and learning outcomes tell you what you need to achieve.

6. How You Will Learn

TourX uses a competence-based and practice-oriented learning approach. This means that learning is not limited to acquiring theoretical knowledge. You are encouraged to understand new concepts, practise relevant skills and apply what you learn in situations connected to tourism and hospitality.

Your learning experience can combine different learning environments and methods, including digital learning, practical activities and Work-Based Learning. The aim is to support the progressive development of competences that can be transferred to professional practice. This is consistent with the overall learning journey already presented in this Guide, which moves from learning and practice towards workplace application and demonstrated competence.

6.1 Competence-Based Learning

TourX curricula follow a competence-based approach. This means that the focus is not only on what you know, but also on what you are able to do with what you have learned.

Your learning outcomes provide the link between the curriculum and the competences you are expected to develop. They help you understand:

What do I need to know?

What do I need to be able to do?

How can I demonstrate it?

As you progress, try to connect the concepts and information you encounter with the professional tasks and situations in which they could be applied.

6.2 Blended and Digital Learning

Your TourX learning journey can take place across different but connected learning environments.

Online learning gives you access to TourX learning resources through the MOOC environment, while practical learning allows you to apply and explore what you have learned beyond theoretical study. The TourX approach includes learner-friendly methods such as tutorials, real-life examples, good practices and gamification.

You may therefore move between:

- Online Learning
- Learning Activities
- Practical Application
- Workplace Learning

These elements should be viewed as connected parts of the same learning experience rather than as separate activities.

6.3 Learning by Doing

Practice is an important part of the TourX approach.

Activities and practical tasks give you opportunities to use new knowledge and skills before or while applying them in professional situations. This can help you move progressively from understanding a concept to being able to use it.

For example, instead of only learning how a professional process works, you may observe an example, practise the process with support and eventually perform a related task more independently.

Learn it

Try it

Apply it

Improve it

6.4 Learning through Work-Based Learning

Work-Based Learning takes practical learning into authentic work situations. It is structured, intentional and connected to learning objectives rather than simply representing informal workplace experience. This distinction is already reflected in the TourX learning journey.

During WBL, you can apply relevant knowledge and skills, practise workplace tasks and receive guidance from trainers and workplace supervisors.

You will find detailed information about how WBL works in Section 7 – Work-Based Learning in TourX.

6.5 Learning through Reflection and Feedback

Learning also involves thinking about your performance and using feedback to improve.

During your TourX learning journey, you are expected to take an active role by engaging with learning materials and activities, practising skills, participating in relevant workplace tasks and using reflection and feedback to support your progress.

After an activity or practical experience, ask yourself:

What did I learn?

How did I apply it?

What went well?

What can I improve?

Feedback from your trainer or workplace supervisor can help you identify strengths and areas that require further practice.

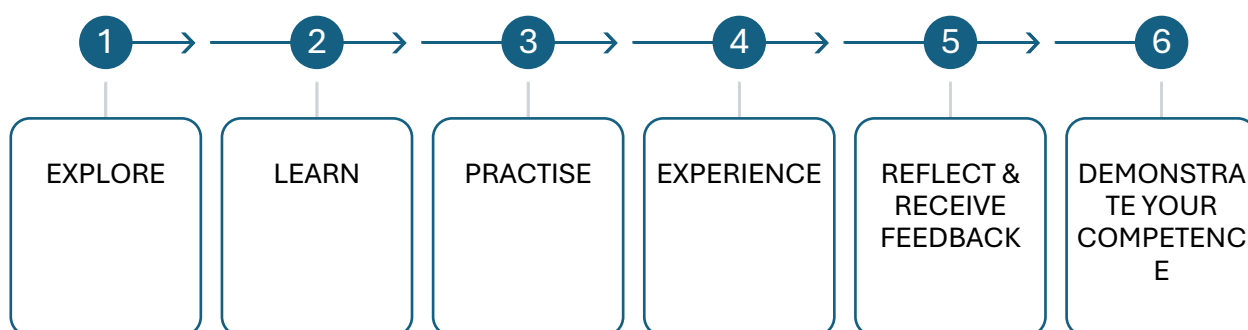
6.6 Developing Broader Professional Competences

Your TourX learning experience also connects occupation-specific learning with broader competences relevant to the tourism sector.

As explained earlier in this Guide, the TourX curricula integrate digital, green and intercultural competences alongside occupation-specific competences.

These competences are intended to support your ability to respond to changing professional environments and interact effectively within diverse tourism and hospitality contexts.

Your Learning Approach at a Glance



You do not need to learn everything in the same way. Throughout TourX, different methods and environments work together to help you move from understanding to practical application.

7. Work-Based Learning in TourX

Work-Based Learning (WBL) is a core component of the TourX training approach. It helps you connect what you learn through your curriculum with authentic professional situations in tourism and hospitality.

In TourX, WBL is not simply time spent in a workplace. It is defined as structured and intentional learning in authentic work situations, designed to complement theoretical learning and linked to specific learning objectives.

7.1 Why Work-Based Learning Matters

WBL gives you the opportunity to move from knowing to doing. Through workplace experience, you can apply knowledge and skills, become familiar with professional

practices and develop competences in the environment in which they are actually used.

Within TourX, WBL is particularly important because the curricula are competence-based. The workplace provides an opportunity to demonstrate these competences through specific and observable tasks rather than through theoretical learning alone.

The TourX WBL scheme establishes a substantial role for workplace learning: at least 30% of each training programme is intended to consist of structured WBL.

7.2 What Can WBL Look Like?

Your WBL experience may take different forms depending on your programme and professional context. The TourX WBL framework identifies examples such as:

- apprenticeships;
- internships or workplace placements;
- job shadowing; and
- project-based workplace assignments.

What makes these activities WBL is not simply that they take place in or relate to a company. They should be structured, intentional and connected to learning objectives.

A typical WBL progression

Your workplace learning can gradually move from observation towards more independent application.

For example, the TourX WBL scheme illustrates this progression through digital booking systems. A learner may first shadow an experienced employee, then carry out simple reservation tasks under supervision and progressively undertake check-in/check-out activities more independently. Performance can then be reviewed based on successful transactions and basic problem-solving.

7.3 Your Role as a Learner

You are an active participant in your WBL experience. This means engaging with the tasks assigned to you, applying the competences developed during your training and making use of guidance and feedback.

Your workplace experience should therefore help you connect: Learning Outcome with Workplace Task, Practice. Then with Evidence of Performance result to receive Feedback & proceed to Reflection

The TourX framework emphasises that workplace tasks should be meaningful and connected to the competences defined in the curriculum.

7.4 Who Supports You?

WBL is a shared process involving the learner, the VET/training provider and the enterprise.

The training provider is responsible for preparing and monitoring the learning experience, while the enterprise provides the workplace environment and mentoring or supervision. As a learner, you participate actively in the planned workplace activities.

Your workplace supervisor or mentor should help you understand your tasks, provide guidance and feedback, and support your reflection on your performance. The TourX scheme also stresses that learners should be treated as team members and trainees, with meaningful tasks that support both technical and soft-skill development.

7.5 Feedback and Reflection

WBL includes opportunities to review what you have achieved and identify areas where you can continue to improve.

The TourX framework proposes different monitoring and evaluation tools, including:

Reflective journals: to record and reflect on your workplace experience.
Supervisor checklists: to monitor the performance of relevant tasks and competences.

Structured feedback: to discuss progress, strengths and areas for development.
Performance appraisal: to review your performance in relation to the expected workplace activities.

These tools help ensure that workplace experience remains connected to learning rather than becoming a series of unrelated work tasks.

WBL in Practice: Sustainable Housekeeping

The TourX WBL scheme provides a practical example related to sustainable housekeeping. A learner can receive initial training on environmentally responsible practices, apply these practices in daily work, monitor resource use and waste, keep a short reflection log and propose improvements. The supervisor can then evaluate aspects such as consistency and initiative.

WBL is where your TourX learning meets professional practice. The aim is not simply to experience the workplace, but to apply, demonstrate and further develop your competences in it.

8. Assessment and Progress

Assessment in TourX supports your learning by helping you understand what you have achieved, how well you can apply your competences, and where further development may be needed.

Because TourX follows a competence-based approach, progress is not only about completing learning materials. An important part of your learning journey is being able to apply knowledge and skills in practical and workplace contexts. The TourX WBL framework therefore connects competences with specific, observable workplace tasks.

8.1 How Your Learning Is Assessed

Assessment may take place at different points in your learning journey and through different types of activities.

Depending on your module and learning context, you may be asked to demonstrate your learning through online learning activities, practical tasks, workplace activities, reflection and feedback.

The purpose is to connect assessment with the learning outcomes of your curriculum.

Before starting a module or unit, check its learning outcomes. They provide a useful reference for understanding what you should be able to demonstrate after completing your learning.

8.2 Checking Your Understanding

Digital learning activities can help you check your understanding as you progress through the programme.

The TourX project design specifically foresees learner-friendly methodologies, including tutorials and gamification techniques, within its learning materials.

These activities can help you identify topics that you have understood and areas that may require further study or practice.

Tip: Use learning activities as opportunities to check your understanding rather than simply as tasks to complete.

8.3 Assessment during Work-Based Learning

Your progress during WBL can also be monitored through your performance in authentic workplace tasks.

The TourX WBL scheme proposes monitoring and evaluation approaches such as:

- reflective journals;
- supervisor checklists;
- structured feedback; and
- performance appraisal.

These approaches help connect workplace performance with the competences and learning objectives of your programme.

For example, in the TourX digital booking systems WBL example, progress can move from observation and supervised tasks towards more independent performance. Evidence can include successful transactions and the learner's ability to deal with basic problems.

8.4 Feedback and Reflection

Feedback is an important part of your progress.

Your trainer, workplace mentor or supervisor can help you identify what you are doing effectively and where further practice may be useful. The TourX WBL framework specifically includes guidance, feedback and reflection as part of the learning relationship between learners, trainers and workplace supervisors.

Reflection also gives you an opportunity to consider your own development.

After completing an important activity or workplace task, consider:

1. What did I do?
2. What went well?
3. What was challenging?
4. What feedback did I receive?
5. What would I do differently next time?

8.5 Monitoring Your Progress

Throughout your TourX learning journey, you can monitor progress by looking at the different elements of your learning together:

Check	Ask yourself
<i>Learning outcomes</i>	What am I expected to know or be able to do?
<i>Learning activities</i>	Have I engaged with the required learning and practice?
<i>Practical application</i>	Can I apply what I have learned?
<i>WBL</i>	Can I perform relevant tasks in a workplace context?
<i>Feedback</i>	What have my trainer or supervisor identified?
<i>Reflection</i>	What are my strengths and what should I improve?

9. Using the TourX MOOC Platform

The TourX MOOC platform provides the online learning environment through which TourX training courses and learning resources can be accessed. The platform is powered by Moodle and supports the digital component of the TourX learning experience.

The TourX project originally envisaged the MOOC as a way of extending access to training opportunities and supporting upskilling and reskilling in the tourism sector.

9.1 Accessing the Platform

When you visit the TourX MOOC, you can browse the available training courses from the platform homepage.

The platform currently organises its courses into two main categories:

Hospitality Labs: training courses intended for the TourX learning programmes.

TourX-ToT: Training of Trainers courses for trainers and professionals.

For learners following the Hospitality Labs curricula, the Hospitality Labs area is the relevant starting point.

The platform also provides a Log in option. Depending on how your training provider has organised your participation, you may need to log in before accessing the full content of your course.

9.2 Selecting Your Language

TourX has been developed as a transnational initiative, and the MOOC provides different language versions of its training courses.

The Hospitality Labs area currently includes courses in:

English (EN) · Greek (EL) · German (DE) · Spanish (ES) · Italian (IT) · Chinese (CN).

Select the Hospitality Labs course corresponding to the language in which you are participating in the programme.

9.3 Navigating Your Learning Content

Once you have entered the appropriate Hospitality Labs course, use the course structure to work through the learning resources provided for your programme.

Your curriculum remains your reference point for understanding how individual learning components contribute to your overall learning pathway.

A useful approach is:

1. Check the topic
2. Review the learning outcomes
3. Study the learning material
4. Complete the available activities
5. Practise and apply your learning

The MOOC should therefore be seen as the digital learning environment supporting your curriculum, rather than as a separate learning programme.

9.4 Using the MOOC as Part of Your Learning Journey

Online learning is only one part of the wider TourX learning experience.

Your learning may connect the resources available through the MOOC with practical learning and Work-Based Learning. This reflects the original TourX design, which combines competence-based curricula, digital learning through the MOOC and workplace application.

A simple way to approach your online learning is:

Before	During	After
Check what you are expected to learn	Engage with the learning materials and activities	Check your understanding
Identify the relevant module/unit	Take notes and relate concepts to professional situations	Practise or apply the competence
Review the learning outcomes	Complete the resources provided	Use feedback and reflection to improve

9.5 Tracking Completion and Progress

Your online course may provide tools that help you follow your activity and progress.

However, completion requirements should be checked within your specific course or with your training provider. Completing an online resource is not necessarily the same as demonstrating competence: throughout TourX, learning is also connected with practical application, feedback and Work-Based Learning.

For this reason, follow the instructions provided within your course for any required activities or completion conditions.

9.6 If You Need Help

If you experience difficulty accessing the platform or particular learning resources, contact the trainer or training provider responsible for your TourX course.

When requesting technical support, it can be helpful to provide:

- the course and language version you are using;
- the module or resource you are trying to access;
- a short description of the problem; and
- a screenshot of any error message, where appropriate.

The MOOC supports your learning journey; your goal is not simply to navigate the platform, but to use its resources to develop and apply your competences.

10. Your Curriculum at a Glance

This section provides a quick overview of the five TourX Hospitality Labs curricula. Use it to identify your learning pathway, understand its overall workload and see how your modules contribute to the wider programme.

The detailed Learning Outcomes, learning activities and assessment requirements are provided within the relevant curriculum and learning materials. This section therefore serves as a **curriculum map**, rather than reproducing the full curriculum.

10.1 TourX Curricula at a Glance

Learning Pathway	Level	Total Learning Hours	MOOC Hours
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Hospitality Management	EQF 4	65	49
Hospitality Management	EQF 6	55	42
Travel Agency	EQF 4	60	42
Travel Agency	EQF 6	55	38
Soft Skills	EQF 4	55	40
Total		290	211

The five curricula together provide **290 hours of learning**, combining digital learning with practical and Work-Based Learning opportunities. The MOOC component accounts for **211 hours** of the overall curricula.

10.2 Hospitality Management – EQF Level 4

This curriculum develops operational competences for hospitality and food and catering contexts. The modules cover core hospitality operations as well as digitalisation, sustainability, customer experience and food-service practices.

Module	Occupational Profile
1. Introduction to the Hospitality Industry	Hospitality Management
2. Housekeeping Essentials	Hospitality Management
3. Front Office Operations	Hospitality Management
4. Digital Hospitality	Hospitality Management
5. Sustainable Practices in Hospitality	Hospitality Management
6. Enhancing Client Experience	Hospitality Management
7. Basic Restaurant Management	Food & Catering
8. Food Storage	Food & Catering
9. Food Waste	Food & Catering
10. Developing Sustainable Menus	Food & Catering

These ten modules cover both Hospitality Management and Food & Catering, combining operational hospitality competences with digital, sustainability and food-service topics.

What should I look at?

Start with the module relevant to your programme, review its units and Learning Outcomes, and identify how the competence can be practised and applied in a professional context.

10.3 Hospitality Management – EQF Level 6

This curriculum addresses hospitality and food and catering competences at a more advanced level, with greater emphasis on strategic thinking, management, decision-making and innovation.

Module	Occupational Profile
1. Strategic Management in the Hospitality Sector	Hospitality Management
2. Systems Thinking	Hospitality Management
3. Project Management	Hospitality Management
4. Financial Management	Hospitality Management
5. Managing Public Relations and Partnerships	Hospitality Management
6. Creating a Hospitality Business Culture	Hospitality Management
7. Circular Food Systems in Hospitality	Food & Catering
8. Advanced Menu Engineering	Food & Catering
9. Cuisine Innovation	Food & Catering

The catalogue identifies nine modules within this pathway, covering strategic and operational management as well as advanced food and catering topics.

The individual module factsheets provide the detailed units and Learning Outcomes. For example, Strategic Management in the Hospitality Sector contains eight units covering strategic management, external and internal analysis, business-level strategy, strategic tools, crisis management, sustainability and applied case studies.

What should I look at?

At this level, pay particular attention to how the Learning Outcomes require you to analyse situations, make decisions and apply knowledge with greater autonomy.

10.4 Travel Agency – EQF Level 4

This curriculum develops operational competences for travel agency and travel-service environments.

Module	Occupational Profile
1. Introduction to the Travel Industry	Travel Agency
2. World Geography and Destinations	Travel Agency
3. Travel Products and Services	Travel Agency
4. Customer Service Excellence	Travel Agency
5. Levelling Up Sales	Travel Agency

6. Global Distribution Systems	Travel Agency
7. Travel Documentation and Regulations	Travel Agency
8. <i>[module title to verify from final catalogue]</i>	Travel Agency
9. Sustainable Responsible Tourism	Travel Agency
10. Technology in the Travel Industry	Travel Agency

10.5 Travel Agency – EQF Level 6

This curriculum focuses on advanced professional and managerial competences for the travel and tourism sector, including strategy, destination management, economics, technology, leadership, sustainability and innovation.

Module	Occupational Profile
1. Strategic Management in Travel and Tourism	Travel Agency
2. Destination Management	Travel Agency
3. Global Tourism Economics	Travel Agency
4. Legal and Ethical Issues in Tourism	Travel Agency
5. Technology and Innovation in Travel	Travel Agency
6. Marketing Strategies for Travel Professionals	Travel Agency
7. Leadership and Organizational Behavior	Travel Agency
8. Research Methods in Tourism	Travel Agency
9. Cultural Intelligence for Global Competence	Travel Agency
10. Practicing Green Tourism	Travel Agency
11. Entrepreneurship and Innovation in Travel	Travel Agency

These eleven modules form the EQF Level 6 Travel Agency pathway in the existing Module Catalogue.

What should I look at?
Use the Learning Outcomes to identify where you are expected to move beyond operational knowledge towards analysis, decision-making, innovation and more autonomous professional application.

10.6 Soft Skills – Horizontal Pathway

This curriculum focuses on transversal professional competences that complement occupation-specific knowledge and skills and support effective performance across different tourism and hospitality contexts.

10.7 Understanding Your Learning Hours

The learning hours associated with each curriculum represent the expected overall learning workload and should not be understood only as time spent studying online materials.

Your TourX learning experience may combine MOOC learning, learning activities, practical application and structured Work-Based Learning. These different components work together to help you move from understanding concepts towards applying and demonstrating competences in professional contexts.

Use this section as your curriculum map.

For detailed units, Learning Outcomes, activities and assessment requirements, always refer to the relevant TourX curriculum and module.

11. Learner Support & Accessibility

TourX aims to provide a learning experience that can support learners with different backgrounds, needs and levels of experience. The project itself has a strong social and inclusive dimension, including attention to non-discrimination, tolerance, diversity and equal opportunities. Its competence-based training also incorporates diversity and multiculturalism and considers the needs of different groups within tourism.

As a learner, you should be able to seek support when you experience difficulties with the learning content, practical activities, Work-Based Learning or the digital learning environment.

11.1 Learning Support

Your trainer or training provider should be your main point of contact for questions related to your learning.

You may need support when you:

- need clarification about a module, unit or learning outcome;
- have difficulty understanding learning materials or instructions;
- need additional guidance before completing a practical activity;
- require feedback on your progress;
- need clarification about assessment or WBL requirements.

Asking for clarification and using feedback are part of the learning process. During WBL in particular, TourX assigns an active support role to training providers and workplace mentors through preparation, supervision, monitoring and feedback.

11.2 Support during Work-Based Learning

During WBL, support is shared between your training provider and the workplace.

The workplace mentor or supervisor can help you understand your responsibilities, perform workplace tasks and reflect on your performance. The TourX WBL framework emphasises the importance of guidance and constructive feedback and describes the learner as both a team member and a trainee who should be given meaningful opportunities to learn and practise.

If you are uncertain about a workplace task, ask for guidance before proceeding.

11.3 Technical Support

If you experience difficulties using the TourX MOOC, first check that you are accessing the correct course and language version and that you are following the instructions provided by your training provider.

When reporting a technical issue, provide useful information such as:

- Course / Module
- Resource or Activity
- Description of the Problem
- Screenshot, if relevant

Avoid including passwords or other sensitive account information in your support request.

11.4 Accessibility and Inclusive Learning

TourX recognises inclusion, diversity and equal opportunities as important elements of vocational education and the tourism sector. The project framework specifically refers to supporting vulnerable groups and people with fewer opportunities and to incorporating diversity and multiculturalism into TourX training.

If a learning resource, activity or learning environment creates a barrier to your participation, contact your trainer or training provider and explain what is preventing you from accessing or completing the learning activity.

Where appropriate and available within your training context, your provider can advise you on the support or alternative arrangements that may be available.

11.5 Who Should I Contact?

I need help with...	First point of contact
Learning content or instructions	Trainer
Learning outcomes or activities	Trainer
Assessment requirements	Trainer / Training Provider
WBL activities	Trainer / Workplace Mentor
Workplace tasks	Workplace Mentor / Supervisor
MOOC access or technical issue	Training Provider / Technical Support
Accessibility or participation barrier	Trainer / Training Provider

Need support?

- Identify the issue
- Contact the appropriate person
- Explain what you need
- Use the guidance or feedback provided
- Continue your learning journey.

12. Glossary & Useful Resources

This section provides quick explanations of key terms used throughout the TourX Learner's Guide and links to the main resources that can support your learning.

12.1 Glossary

Term	What it means in your TourX learning journey
Competence	The ability to apply knowledge and skills effectively in a learning or professional context. TourX curricula follow a competence-based approach and connect competences with practical application.
Competence-Based Learning	An approach that focuses on what you are expected to know and be able to do, rather than only on the content you study. TourX uses competence-based curricula for tourism training.

Curriculum	The structured learning programme that defines the modules, units, learning outcomes and learning requirements of your pathway.
EQF – European Qualifications Framework	A European reference framework with eight levels that helps make qualifications easier to understand and compare across different countries and education systems.
Hospitality Labs	A central element of the TourX Toolbox for Excellence, designed to strengthen the relevance and quality of vocational education and its connection with the tourism sector.
Learning Outcome (LO)	A statement describing what you are expected to know, understand and/or be able to do after completing a learning experience.
Learning Pathway	The curriculum route you follow according to the professional area and qualification level of your programme.
Module	A major component of your curriculum focusing on a particular area of knowledge or competence.
MOOC – Massive Open Online Course	The online learning environment used by TourX to provide access to digital training courses and resources. The development of a MOOC was included in the original TourX project design.
Reflection	Thinking about your learning or workplace experience to identify what you achieved, what was challenging and what you can improve.
Soft Skills	Transversal skills that support effective professional performance and complement occupation-specific competences.
Unit	A smaller learning component within a module, usually focusing on a more specific topic or set of learning outcomes.
VET – Vocational Education and Training	Education and training focused on developing knowledge, skills and competences relevant to professional and occupational contexts.
WBL – Work-Based Learning	Structured learning that takes place in authentic work situations, is intentionally organised and complements theoretical learning.

Workplace Supervisor	Mentor /	The person in the workplace who supports the learner during WBL by providing guidance, supervision and feedback.
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12.2 Useful TourX Resources

TourX Official Website: Information about the TourX project, its objectives, partnership, activities and results.

[Visit the TourX website](#)

TourX MOOC Platform: The digital learning environment providing access to the TourX Hospitality Labs and Training of Trainers courses in the available language versions.

[Access the TourX MOOC](#)

Your TourX Curriculum: Use the curriculum associated with your learning pathway to check your modules, units, learning outcomes and expected learning workload.

Your Trainer and Training Provider: For questions concerning learning content, assessment, your learning pathway or access to training resources, contact the trainer or organisation responsible for delivering your TourX programme.

Your Workplace Mentor / Supervisor. During Work-Based Learning, your workplace mentor or supervisor is an important source of practical guidance and feedback. The TourX WBL framework assigns enterprises and workplace mentors an active role in providing meaningful workplace learning opportunities and supporting learner development.

13. References and TourX Resources

TourX Project Resources

- **TourX – CoVEs for the Tourism Industry.** *TourX Hospitality Labs Competence-Based Curricula.* Project No. 101056184.
- **TourX – CoVEs for the Tourism Industry.** *Work-Based Learning and Its Role in TourX Hospitality Labs: Design of a Work-Based Learning Scheme including a Pool of Activities/Tasks and a Monitoring & Performance Appraisal Tool.*
- **TourX – CoVEs for the Tourism Industry.** *Hospitality Labs Toolbox for Excellence.*
- **TourX MOOC Platform.** [TourX MOOC](#)
- **TourX Project Website.** [TourX – CoVEs for the Tourism Industry](#)

European Reference Resources

- **European Commission.** *European Qualifications Framework (EQF).* European reference framework supporting the comparison and understanding of qualifications through learning outcomes and qualification levels.
- **Cedefop – European Centre for the Development of Vocational Training.** Resources on vocational education and training, learning outcomes and Work-Based Learning.

Related TourX Guidance Documents

This Learner's Guide forms part of the wider **TourX Guidance Package** and is complemented by:

- *TourX Trainer's Manual*
- *TourX Train-the-Trainer Guide*
- *TourX Employer's Handbook*

These resources provide complementary guidance for trainers, trainer development and employers involved in supporting the TourX learning journey.