

Report 31.8.2016, Learning Tourism (LeTo)
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Lapland Tourism College

Benchmarking Allgäu area (Germany) for job learning places for VET learners

Saturday 26.6.2016

Flight Rovaniemi-Helsinki at 8.45am - 10.30am

Flight Helsinki – München at 16.15pm-17.50pm

Transportation by train from München Airport to Kempten (Allgäu) Hpf at 8.24pm- 10.50pm

Accommodation at the Hotel

We left early on the morning of Midsummer's day to our journey from Rovaniemi to Helsinki and from there to Munich. Travelling was quite hard because of the long waiting time at the airport. However, the flights went well and we arrived at Munich airport on schedule. We continued travelling by metro and even though we were late from the train we planned to be, there was no reason to worry. The underground trains ran frequently and the next train came in about ten minutes. We changed the subway train for long-distance train at Laim. Finally we arrived to the city of Kempten after 15 hours of traveling. People in the city of Kempten were celebrating German's win at the Football World Cup and the atmosphere was boisterous.



Our charming hotel Fürstehof was located in the town center just side of the Town Hall Squarer within walking distance ia. Chamber of Commerce offices. The trip was quite onerous and we noted that when our students are coming to Kempten, it is necessary to provide the direct flights and also to have clear instructions from the airport to the metro and long-distance train.

Monday 27.6.2016

9:15 Departure from the hotel to the UAS Kempten

9.30 – 13:00 -Meeting at the UAS Kempten with Ulrike Weber, Sabine Berthele, Raija Seppälä-Esser und Tabea Heinz

Lunch at the UAS Kempten

14:00 – 16:00 Allgäu GmbH, Introducing Finnish and German VET education system.

Working with IO5

On Monday morning, Ulrike Weber from the Chamber of Commerce (IHK) picked us up from the hotel and drove us to University of Applied Sciences to meet Professor of Faculty of Tourism Raija Seppälä-Esser, Tabea Heinz, who was modeling the mobility process at university and Sabine Berthel from the Chamber of Commerce at Allgäu. We discussed about the mobility process, the challenges we have met and the differences in international exchanges between college and university. www.hochschule-kempten.de/



In the picture from left Tabea Heinz, Raija Seppälä-Esser, Leila Hurtig, Ulrike Weber ja Sabine Berthele.

At Lapland Tourism College student mobility process is contemplated before, during, after - mobility perspective. In advance, student and teacher sets together objectives that are linked to the degree requirements and also define what a student should do so that he'll reaches the required skills at job-learning period. Since VET schools produces experts to the craft, learning has to be practical in real working environment during the mobility.

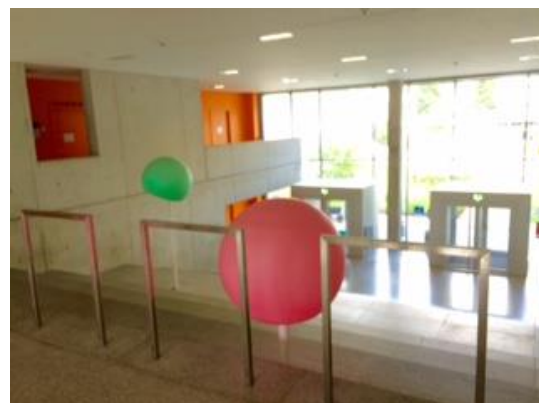
An important part of the acquisition of knowledge is in vocational guidance and assessment, and for this reason it is very important to build a strong guidance, evaluation and support processes at the job-learning places. We told our experiences of cooperation at Lapland Tourism College with our Icelandic partner. We

understood that with university students the learning goals are not settled so carefully in advance. Student's mobility periods are related with studies at foreign university, projects or work in educational establishments. Universities have mentor-guide system and closer network to the local student community, through new friendships and relationships exchange students got better into German culture. There is a clear lack of peer network with VET student's exchanges, because the students work at industry. Contacts with local student community is not formed.



At the campus of Hochschule Kempten University of Applied sciences. From left Ms. Sabine Berthele, Ms. Ulrike Weber, Ms. Tabea Heinz and Ms. Raija Seppälä-Esser.

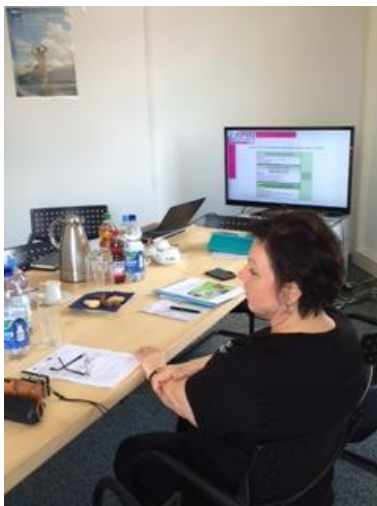
After meeting we looked around the campus area. There was faculties of tourism, technology, business, social and health care, ICT and multimedia. Total amount of students were approx. 600.



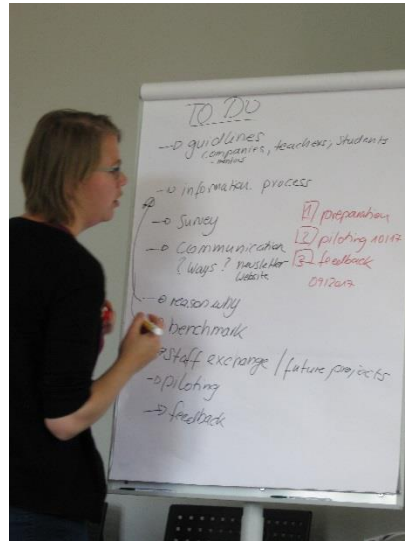


Pictures from campus.

In the afternoon, we headed with Sabine and Ulrike to the office of Chamber of Commerce to work with IO5. At first, we introduced the Finnish vocational education and training system, modules, and assessment practices, as well as vocational education and training reform. Sabine and Ulrike told us about the German VET education system and the role of the Chamber of Commerce. www.allgaeu.info



We started designing our mobility process by dismantling three - step process (before - during – after). First we defined the different steps and roles of actors (sending entity teacher, coordinator, student, Chamber of Commerce and the workplace instructor). We introduced the evaluation forms of Lapland Tourism College and hotel-, restaurant- and catering and tourism sector qualification requirements and criteria. We agreed that we use Google Docs working platform and defined deadlines and persons in charge of the project activities.



At the end of the day, we made a plan for the next day work.

After a long day we went to have pint of beer nearby our hotel, we said over a glass of beer that co-operation had gone well and we were actually building a movement process.

Tuesday 28.6.2016

9.00-16.00 Working with IO5 with Ulrike Weber and Sabine Berthele, Allgäu GmbH

On Tuesday, we walked through picturesque shopping streets, less than a mile walk from the hotel to the office of Chamber of Commerce.



We continued our work by demolishing actions until "after mobility" -stage. Ulrike and Sabine felt that the organizing job-learning places for foreign students can be a threshold issue for the companies, especially when the Finnish students' German language skills aren't too good. We also consider what might motivate

companies to have Finnish students for job- learning periods. There is a shortage of skilled labor in Germany, in addition Sabine told about her visit at Lapland Tourism College and stated our school to be a high level and students to be highly skilled. We told that the number of German tourists is rising in Lapland. We want to improve our student's language and cultural knowledge so they can respond better with needs of tourism industry.

We agreed that the Chamber of Commerce will make a survey to companies on their area, where they will ask if they are interest to have Finnish tourism and hospitality industry students at job-learning period. For the companies that are interested they will have a short training to receive and orientation for guidance, qualification and assessment. They will also have Lapland Tourism College's guideline for job-learning mentor that will be translated in Germany.



Ulrike and Sabine are familiarizing themselves with our materials.

We set a goal to have a pilot of two student mobility in January-February of 2017. Since language is a great challenge, we'll start the piloting with a cook- students who can use English as a working language. After realizing the student mobility we'll have a feedback survey for students, teachers and workplace mentors. Lapland Tourism College will do the questions for the survey. Based on the feedback can make the necessary changes and developing activities for the process. The aim in the future might be 6-10 student mobility / year. This requires that we organize preparatory German language courses at our school for students who are willing to go to Germany.

Chamber of Commerce will coordinate the mobility process at the piloting phase, but in the future student exchanges should work with companies directly.

Sabine and Ulrike visit Rovaniemi in October 2016. We agreed to meet, to make necessary refinements in actions and to have progress report. In addition we discussed about staff exchanges. They should primarily organize within cooperation of educational establishments.

Wednesday 29.6.2016

*Visits to local companies with Ulrike Weber in Oberstdorf and surroundings
Finding out of possibilities for job learning places for VET learners.*

9.15 Departure to Oberstdorf

10:00 – 11:00 Parkhotel Frank, Oberstdorf

11:30 – 13:30 Das Höchste, Oberstdorf

13:30 – 14:00 Allgäuer Berghof, Ofterschwang

15:30 - 16:30 Dialoge/ Inselhostel, Lindau - Lake of constance

On Wednesday morning, we headed with a car of Chamber of Commerce towards Oberstdorf and the mountains. Day dawned sunny and travel by motorway lasted less than an hour. On the way we found to be the territory of the other picturesque small towns interspersed with large culture areas.

<https://www.das-hoechste.de/unternehmen/ansprechpartn>



We walked swiftly in the center of Oberstdorf and continued to visit to the five-star Park Hotel Frank. We were received by the hotel owners Mr. and Mrs. Frank. Hotel's history extended in 1970's when Mr. Frank's father owned the hotel. Activities and services had been developed extensively after that, and hotel offered a luxury services and spa facilities in the Bavarian milieu.



Mr. and Mrs. Frank





The Parkhotel Frank had several tourism industry students to learn the business. They had, at their best, up to 14 students in the company, working in a restaurants, at front desk and spa services. We discussed the possibilities of having foreign students at company, but the case didn't proceed further.

Next, we went to Ski Resort Das Hoehchst (<https://www.das-hoechste.de/en/>), consisting of four different ski resorts. Mr. Gehrler was receiving us at Fellhorn sub-station. We got up to Fellhorn by gabin elevator. Up there, there was a lift access also to the Austrian side.



We discussed about the student exchanges, but we noticed quickly that operations at Ski Centre were suitable for our degree requirements. Employees were responsible for repairing gabin lifts, slope maintenance and act as a ski instructor and hiking guide. Ski centers do not provide program services and operations are based entirely for skiing and hiking. Fellhorn Ski resort restaurant activity didn't respond to learning needs of modules.





Fellhorn ski center



Mr. Gehr, Ulrike and Päivi.

The visit was in spite of everything fine and Mr. Gehr was very friendly. 90% of the tourists are domestic ones and the remaining 10% are from German-speaking countries. There wasn't a customer-created need to develop the activities in different linguistic and cultural background.

We continued our journey to the island of Lindau. Along the way, there was a particularly targeted hotel for families with small children in Ofterschwang. However, we didn't meet the Director of the hotel, so we just made a quick round on the hotel premises.



Plenty of time behind the schedule, we arrived to the island of Lindau, to meet the language school Dialogen and Inselhostel leader Mr Gebhard. The language school was located in old railway station premises, near the waterfront of Lake Constance (Bodensee). Mr. Gebhard was interested to have co-operation of combining students' language training and hostel's work as a job-learning place and as well as to offer student a place for accommodation.



Mr Gebhard was designing language training implementation in experiential learning environment. He was dreaming to build a language café to the old railway station lobby. The idea was to offer for hospitality industry students a job learning place within effective language learning environment. However, these plans were in its early stages. Language training courses would have be quite necessary for our students, but the threshold question was high costs. On the other hand, within this cooperation it would be better possibilities to create a peers network for our students.

<http://www.dialoge.com/sprachschule-deutsch/sprachschule>

After a long day, we walked along the lakeside of Lindau and enjoyed a drink on the terrace. On our way back to Kempten we discussed about day's meetings, companies and experiences.

Thursday 30.6.2016

12:00 – 13:00 Lunch at the Vocational School in Bad Wörishofen

13:00 – 17:30 Visiting lessons, Meeting CEO of the Vocational School

17:30 – 20:00 Visiting practical final examination in the Vocational School, Dinner included with Ulrike Weber



On Thursday, we had a great possibility to visit in local school in tourism and hospitality college. The college was built in the 1970's and there was a massive repair renovation. We met the principal of Berufsschule Bad Wörishofen Mr. Weibin, as well as teacher Ms. Horstmann. They presented the school and told about the German vocational education and training dual system.

www.bsmn.de

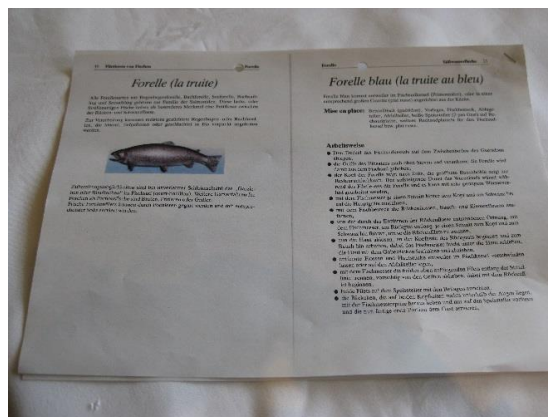
On the right teacher Ms. Jutta Horstmann, Ms. Ulrike Weber,
Principal Mr. Gehard Weib and Ms. Leila Hurtig.

In Germany students search before starting the studies, a company where he can practice during the studies. Students spend their first year at school obtaining theoretical base for the knowledge. The company will be a practical learning environment throughout student's studies. Dual system is based on theoretical learning at school and practical learning at work. Basically students have two days at the company and three days at school per week. The Chamber of Commerce supervises the licensed job training places, as well as act as a liaison between students, companies and school. Exception for this dual system made tourism students, who are almost all their study time at college.



We got

opportunity to follow teacher Mr. Zimmerman's lesson at Berufsschule Bad Wörishofen. Teacher demonstrates how to serve trout properly. After demonstration students trained by themselves.





Last year students were in a hurry to prepare the final exam. Chef students were preparing the menu of certain products and waiters were preparing serving.

Clients at the final exam were representatives of companies and educational institution. These customers were placed at 4-person tables. Each table had a private chef and waiter serving the menu as a serving platter. The final exam was observed and evaluated by the teachers and representatives of companies. The assessment was based on a checklist of work processes.



Our waiter is serving drinks.



Two assessors observing students.

After exam and evaluation, students gathered to listen grades. Students who passed the exam got their certificates.



Discussions with a few teachers were interesting. We were able to compare the strengths and challenges of both education and training systems. We also had a discussion of the expertise exchange with two food production teachers—they would love to come to Rovaniemi. Expertise exchange waits for funding.

Visit sparked many ideas and made concrete the Germany dual system of education. The role of the teacher in this system seems to focus on theoretical teaching. The responsibilities of the companies is to train the technical know-how. It seemed that the cooperation between these two parties was distant, while in Finnish system the cooperation between teachers and companies is quite close. As we followed the final exam, and especially when our waiter failed her final exam, we marked that companies has a very big role on student's accumulation of skills. In Finnish system there is several companies for students to acquire skills. So students have possibilities to work in variety of different tasks, and operate in companies with a different business ideas during their studies. The advantages of dual system are the amount of work experience at real environment and close relation with student and company staff. The final exam was focused on the technical know-how, while Finnish vocational education system highlights also cooperation, teamwork, working life skills and lifelong learning skills.

Friday 1.7.2016

Visiting local companies. Finding out of possibilities for job learning places for VET learners with Sabine Berthele

10:00 Panoramahotel Oberjoch

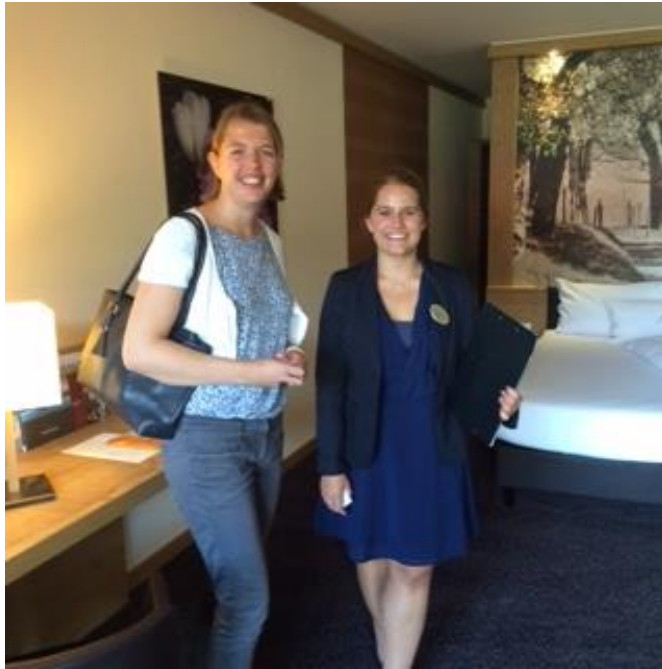
On Friday morning we headed to Oberjoch Panorama Hotel with Sabine. The hotel was located next to ski resort, less than an hour away from Kempten. At Panorama hotel there was restaurants and a spa. In addition the restaurant near slopes belonged to the hotel.



Panoramahotel.

We met marketing manager Ms. Lerch at the hotel. The manager told that they are in urgent need of skilled workers and therefore they run, for example three levels language training for workers. Ms. Lerch was very interested in cooperation with us. They could provide free accommodation and food for our students. We agreed that we could pilot the exchange of two cook students on next winter (1-2 / 2017) at Panorama Hotel. The preparation of student exchanges will be coordinated by the Chamber of Commerce.

<https://www.panoramahotel-oberjoch.de>



At right Sabine and marketing manager Ms. Lerch.



We drove back to Kempten most pleased and said goodbye to Sabine at lunch.

Saturday 2.7.2016

Transportation by train from Kempten (Allgäu) Hpf to München Airport at 8.22am – 10.55am

Flight München – Helsinki at 12.10am - 15.35am

Flight Helsinki – Kemi at 16.25pm – 18.00 pm

Buss Kemi - Rovaniemi at 18.30pm - 20.30pm

We left back home early in the morning, full of thoughts and ideas on our backpack. During the return trip we had time to rehearse our experiences. When we send our students to abroad and to Kempten, we need to take care of certain things, for example to give good travel instructions, send students in pairs, prepare them well in cultural nuances and safety issues etc. We also noticed that it was very important to have representatives from manager and study coordinator level when building cooperation and international network. They could view the whole educational processes (funding, educational system, education organizer special features etc.) not only from a perspective of certain subject and also make agreements.



Leila and Päivi on the cross (IHK)