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DIVETOUR

Training Kit of the cMOOC of DIVETOUR project

FAQs

Frequently Asked Questions

Edited by the DIVETOUR project team

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1. What is a cMOOC?

A cMOOC is a connectivist Massive Open Online Course. It is a training course held on-line with the main characteristics of being:

- **open** to everyone and free;
- **massive**, because it is virtually open to a huge number of participants from all over the world;
- **connectivist** as grounded in connectivist principles where learners co-create knowledge and connect through social media such as blogs and social networks.

The difference with most other online courses is that big attention is given to:

- the voice of the trainees who can participate through forums and social media in the debate;
- the possibility of the trainees to network with other peers.

2. Do I need to register for cMOOC?

Yes, you only have to register through www.divetour.eu/MOOC and then you can follow your course freely and at your own pace, connecting with other peers.

3. What if I forget my password?

Just follow the instructions to get a new password on your email address.

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4. Do I need to have a particular background to participate in the cMOOC?

You are not required to have any particular background or skill. If you are a tourism VET student / trainer or a manager / worker of a SME operating in the tourism field you will probably have the best experience, as the course is tailored to your needs.

5. How will the cMOOC be organised?

The cMOOC will take place over 4 weeks, from 16 January to 10 February 2023. It will consist of two Modules with four Topics (2 for each module), self-assessment tests, discussion forums and webinars.

6. What are forums?

Forums are one of the tools you have to communicate and share your experience with other peers and the cMOOC facilitators. You will find a general forum with the cMOOC announcements regarding the current learning subjects and discussions and a specific forum on workers with disability in the tourism sector.

7. What are the webinars?

Webinars are online synchronic “seminars”. In our cMOOC we will organise 2 webinars, at the end of each

module. They will be 1 hour ZOOM meetings live streamed on YouTube, but also displayed on the cMOOC portal, to review the modules, to answer to the questions you shared in the forums or in the social media. For more information, please refer to the Guidelines for the broadcasting of 2 webinars.

8. How can I follow the webinar?

Simply use the ZOOM and YouTube links provided in the cMOOC portal. You might use the ZOOM chat to ask for questions online during the streaming.

9. What if I couldn't follow the webinar?

No problem. The webinar will be recorded and made available at the end of each module. You can always watch it or re-watch it.

10. What are the benefits for me to complete the online training?

You will gain relevant and useful knowledge for your professional career, whether you are already working in the tourism sector or are still undergoing training to work in it in the future. You will learn about possible strategies for the tourism sector recovery after the Covid-19 pandemic and other crises, with a focus on the importance, for

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this recovery, of developing a more inclusive tourism ecosystem, catering for all tourists including those with specific access requirements, such as persons with disabilities, seniors and many others. You'll therefore learn about accessible tourism main issues and characteristics: you will understand how accessibility is not only a matter of rights but also a big business opportunity and you'll learn how to cater to customers with specific access requirements and how to enhance accessibility of tourism services, raising their quality.

11. How much time do I need to take part in the cMOOC?

You decide the pace and the amount of hours you are going to spend on the course. You are just advised to watch the videos and read the handbooks provided for each module and view the highlighted documents. Then you are free to look further depending on your interest and you can network with your peers to get feedback and different points of view.

12. What English level is required to successfully participate in the cMOOC?

The developers of the course have paid attention to prepare a cMOOC experience that could be enjoyed

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smoothly with an average knowledge of English as a second language.

13. How can I know that the authors of the cMOOC are indeed experts in the field of accessible tourism?

The cMOOC has been developed by the partnership of the European project DIVETOURL, composed by professionals and experts in the field of tourism, accessibility, innovation and new digital environments for training. You can check for the partnership (which comprises two European networks, three tourism VET providers, two SMEs and a social enterprise) in the website of the project www.divetour.eu

14. What are the technical requirements to use the cMOOC?

You only need to have an internet connection to navigate through the contents of the cMOOC. It is recommended to have a Facebook account to follow the Facebook GROUP of DIVETOURL, and it would be appreciated if you start your own blog or you blog and tweet about #DIVETOURLMOOC during the time of the cMOOC, to share your feedback on the learning experience with the community.

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15. How can I assess my progress in the training?

At the end of each module a test will be available on the portal. The test is not mandatory but it will be a good way to self-assess your knowledge. You can repeat the self-assessment test as many times you want until you get the best score.

16. What if I miss the self-assessment tests?

You are not obliged to do self-assessment tests, and you can continue to follow the course, watching videos and read the documentation and network with your peers.

Tests are made for self-assessment purposes.

However, doing the self-assessment tests, with at least 70% correct answers, is mandatory if you wish to receive the MOOC certificate of attendance (see below). Anyway, tests can be repeated several times until the desired result is obtained.

17. Which “outcome” the participants will have?

A certification/diploma? ... under which association name?
Who will undersign the diploma?

The participants to the cMOOC will not get any official recognition at the end of the course, as it is not the intent

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of our cMOOC. However, a Certificate of Attendance undersigned by the DIVETOIR project partnership will be issued upon request after completion and passing of self-assessment tests (see above).

18. Will the evaluation of my learning achievements be anonymised? Who will have access to my results?

The results of the self-evaluation tests of learning achievements will be shown only to your account.

19. Can I take part in the cMOOC more than once?

The cMOOC is an event rather than a directory of learning material, as you will have the chance, during the life of the course, of sharing your experience, doubts and ideas with your peers online and with the course facilitators. Anyway, the portal and the provided learning material will remain free and accessible until October 2028.

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