



**EU.EM.NET: European systematic approach for employers' engagement to  
anticipate skills requirements**

**and support quality assurance (QA) in VET**

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**EU.EM.NET Employers Forum Report**

**WP7**

**Country: Luxembourg**

**Partner: LIST**

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**Overview of sections**

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## **Section 1: Organisation**

### **1.1 Selection of the invited**

*Please describe briefly how you selected the invited persons. Please describe briefly also how did you approach the invited persons.*

The Employers forum in Luxembourg was performed through the European Tourism Forum organised during the Luxembourgish presidency of the European council. The European Tourism Forum is the most important high-level event on tourism that the European Commission organises with the country that holds the Presidency of the Council of the European Union during the second half of the year.

The event gathers around 200 high-level public and private tourism stakeholders.

### **1.2 Type of event, venue, logistics, duration**

Type of event (workshop, meeting, other – please specify): European forum

Venue: Luxembourg, European convention center

Date: 17/18 Septembre 2015

Duration: 2 days

Description: *Please describe briefly how did you choose the type of the event and why.*

I was invited to present the project Eu.Em.Net by the Luxembourgish Ministry of economy, with which we worked during the project.

It was a great opportunity to inform about the project at the Luxembourgish level but also at the international level.

## **Section 2: Content**

### **2.1. Course of action**

*Please describe the course of action of the Employers Forum organized by you/your organisation. Be as detailed as possible.*

This year, participants of the ETF have discuss digitalisation through the sharing economy, promotion of Europe via transnational and pan-European thematic products, skills and competences, and streamlining the regulatory and administrative framework for tourism on the example of current and future visa requirements.

The forum was open to other domain than skills and competences, and offer then the opportunity to exchange with a lot of different stakeholders and employers with different point of view.

It was also the opportunity to meet large number of representative of public authorities and to aware those of the utility of a project like Eu.Em.Net and the difficulties encountered regarding skills and competences in the domain.

### **2.2 EU.EM.NET products/deliverables presented**

*Please indicate which EU.EM.NET products/deliverables were presented during the activity (use the Application form or the Timetable - both available on the project website - for reference).*

*Have you used the „Pre-workshop questionnaire on indicators for employer’s engagement“ (p. 98 of the updated Core Methodology distributed by Martin Stark of P2- abif and also Part 3 of this document)*

The project and its objectives were rapidly presented. The main lines of the core methodology were also presented. The most of the presentation was focus on the results in the different partners’ countries, and to what such a methodology can bring for the engagement of employers in skills anticipation.

The Pre-workshop questionnaire was not filled by the employers, but a discussion paper produce with the commission was distributed before the forum, in order to have a common visibility of the sector and raised questions.

Here are the questions that were addressed by the Skills and competences panel:

1. How does business currently cope with high rotation and low retainment of personnel?
2. How to improve the attractiveness of tourism jobs and enhance career prospects in the field?
3. Which issues are most critical in the area of skills and competences in tourism?
4. How to enhance cooperation between the industry, education providers and public authorities to fill the skills gap and provide future tourism professionals with the adequate skills that meet the expectations of employers and tourists?
5. How to stimulate engagement of businesses in provision of education, on-site training, mentoring, and traineeship schemes?

6. What policy actions should the European Commission implement to help tourism SMEs to retain the much-needed qualified workforce?
7. How can the European Commission help tourism SMEs (especially micro enterprises) to overcome the different barriers to training and develop a supportive "training environment" which is an integral part of the organization's culture and strategy?

### **2.3 Feedback of the participants**

*Please describe the feedback of the participants – towards the products, quality indicators, event and project in general. Use quotations/statements of participant(s) reference, if available.*

There were some nice return on the presentation and some interesting contacts.

Mainly with Sonia Perissini, Deputy Head of Unit of Skills and qualifications of the DG employment. She is interested in receiving the final package of the project, as well as to get in contact with the partnership in order to include it in the work which is performed within the “new agenda for skills” launch by the commission, where one action will be dedicated to “Reinforced cooperation between education and training and labour market actors”

### **2.4 Partner’s (organiser’s) experience**

*Please describe your experience from the point of view of the host of the event.*

It appears that a lot of European countries have difficulties to anticipate skills in the T&H sector. Putting together the employers, training organisations and public authorities is not easy. A lot of things exist but people are not “correctly” aware of it. The communication is a crucial point which is difficult to solve.

### **2.5 Any other information**

*Please use this space to provide any other information/comments that you would like to share.*

### **Section 3: Summary (for dissemination)**

*Please provide a brief summary (approximately one page – when, where, who, why, what, results & recommendations) with the title „EU.EM.NET Employers Forum in [insert country or town in case of multiple workshops/events in one country]“ about the workshop/event for dissemination purposes.*

*The text will be accompanied with logos (project, LLP, partners) and 1-2 pictures from the event and used for the website (but not only).*

#### ***EU.EM.NET Employers Forum in Luxembourg***

The fourteenth European Tourism Forum has taken place in Luxembourg on 17-18 September 2015.

The European Tourism Forum is the most important high-level event on tourism that the European Commission organises with the country that holds the Presidency of the Council of the European Union during the second half of the year. The event gathers around 200 high-level public and private tourism stakeholders.

The LIST was invited to present the results of the Eu.Em.Net project during this Forum, in a discussion panel on “Skills and Competences in the Tourism” sector.

More information on the European Tourism forum can be found on the website [www.etf2015.lu](http://www.etf2015.lu)

## **Section 4: Annexes**

*Please provide the following documentation with the Employers Forum Report (in electronic form):*

List of participants (copy/scan is enough)

- ABTA - The Travel Association
- Accor Hotels Luxembourg
- Administrative Reform Unit Cyprus
- Airbnb
- AMADEUS IT
- ANEC, the European Consumer Voice in Standardisation
- aPISC - Perspectives Innovation Science Creativity
- Assoc. Chambers of Commerce Veneto Region – Italy
- Association of Tourism Experts Italia
- Associazione Italiana Confindustria Alberghi
- ATOS
- Camera di Commercio Italo-Lussemburghese
- Camprilux
- Carsa
- Catalan Tourist Board
- CCI Poitou-Charentes
- CEHAT
- Centre of Expertise Tourism, Leisure & Hospitality
- Centro Camuno di Studi Preistorici
- Château d'Urspelt S.A.
- Circulo Fortuny
- CLIA Europe
- Comité des Fêtes - Grevenmacher
- Commissariat général au Tourisme Belgium
- Commune de Contern
- Commune de Schengen
- Compellio
- CoR NAT Commission
- Cyprus Tourism Organisation
- Dansk Kyst- og Naturturisme
- Department of Culture, Media and Sport UK Government
- Department of Transport, Tourism and Sport, Ireland
- Deputy Minister of Tourism Bulgaria
- EBO Worldwide Network ASBL
- ECTAA
- Eden Network AISBL

- EFCO&HPA
- EFFAT ETLC
- eFutura-Futura Future Publications
- ETOA European Tour Operators Association
- EuroGites
- Europacamping Nommerlayen
- European Best Destinations
- European Boating Industry
- European Commission GROWTH
- European Economic and Social Committee
- European Environment Agency
- European Federation of Tourist Guide Associations
- European Federation of Tourist Guides
- European Historic Thermal Towns Association
- European Holiday Home Association
- European Institute of Cultural Routes
- European Parliament
- European Spas Association (ESPA)
- European Tavel Commission
- European Technology & Travel Services Association (ETTSA)
- European Trade Union Liaison Committee on Tourism
- European Travel & Tourism Advisory Group (ETAG)
- European Travel Advocacy Coalition
- European Travel Commission
- European Union Federation of Youth Hostel Association
- EVEA Tourisme
- Expedia
- Federal Ministry for Economic Affairs and Energy Germany
- Fédération des campings de Wallonie
- FederCultura Turismo Sport Confcooperative
- FIPRA International
- Flemish Department of Foreign Affairs - Belgium
- Floreal Group Joie et Vacances asbl
- Fomento San Sebastian
- Fondation pour le dvpt durable des régions de montagne
- Fonds Belval
- Genuineland
- German UNESCO World Heritage Sites Association
- Government Offices Sweden
- Gozutoka
- Grayling

- Groupe LEADER Atert-Wark Luxembourg
- Historic Highlights of Germany
- HORESCA Luxembourg
- Hotel and restaurant association Netherlands
- Hotel Le Royal
- Hoteles Nature
- HOTREC
- Hungarian Hospitality Employers' Association (VIMOS)
- Hungarian National Foundation for Recreation
- IAST -International Academy for the Study of Tourism / UNITWIN
- Ile-de-France Europe
- Info-Handicap Conseil National des Personnes Handicapées
- International Association Amusement Parks and Attractions
- International Social Tourism Organisation
- Koener's Excellence Hotels
- LAG LEADER Region Mëllerdall
- Luxair Group
- Luxembourg City Tourist Office
- Luxembourg Institute of Science and Technology
- Luxexpo
- Lycée technique hôtelier Alexis-Heck - Luxembourg
- MDDI Luxembourg
- Melia Hotels International
- MINDOP Slovakia
- Ministère chargé du tourisme France
- Ministère des Affaires étrangères et européennes Luxembourg
- Ministero dei beni culturali e del turismo
- Ministry for National Economy Hungary
- Ministry for Tourism Malta
- Ministry for Tourism Wallonia - Belgium
- Ministry for Trade Tourism and Telecommunication Serbia
- Ministry of Business and Growth Denmark
- Ministry of Cultural Heritage and Tourism - Italy
- Ministry of Culture Spain
- Ministry of Economic Affairs The Netherlands
- Ministry of Economy Lithuania
- Ministry of Economy, Infrastructure Maritime Affairs & Tourism Greece
- Ministry of Education and Culture Finland
- Ministry of Employment and the Economy Finland
- Ministry of Regional Development Czech Republic
- Ministry of Science, Research and Economy - Austria



- Ministry of Sport and Tourism Poland
- Ministry of the Economy Luxembourg
- Ministry of Tourism Bulgaria
- Ministry of Tourism Cyprus
- Ministry of Transport, Construction Regional Development - Slovakia
- Mondorf Domaine Thermal
- Musée National des Mines de Fer Luxembourgeoises
- National Authority for Tourism Romania
- National Tourist Board Luxembourg
- NECSTouR
- OECD
- Office National du Tourisme Luxembourg
- Office Régional du Tourisme Mullerthal Region - Luxembourg
- Office Régional du Tourisme South Region - Luxembourg
- Österreichische Hoteliervereinigung
- Parliament Luxembourg
- Permanent Representation of Austria to the EU
- Permanent Representation of the Slovak Republic to the EU
- Planet Media S.L.
- Praxi Network
- Prime Minister's Office Hungary
- Promofirenze
- Raar-Red Andaluza de Alojamientos Rurales
- Recron
- Regione del Veneto Veneto Region
- Sans Frontiers Europe
- Schengen asbl
- STATEC Luxembourg
- The National Fund for Danish Nature and Coastal Tourism
- Tourism Department Catalonia
- Tourism Ireland
- Tourist Center Clervaux asbl.
- Travel pro American Express
- Travel With A Mission Belgium
- TripAdvisor
- TUI Group
- Turespaña
- Turistec
- UNI Europa
- Unioncamere Piemonte
- User Feedback Program

- Val-de-Marne Tourism Board
- Veneto Region Office Of Brussels
- ViaVia Tourism Academy
- Visit Cornwall
- Visitflanders
- VISZ
- Wirtschaftsministerium Rheinland-Pfalz
- World Travel & Tourism Council