



The pilot project TourIK provided unaccompanied minor refugees (UMF), young asylum seekers and young recognised refugees with a one-year training program to prepare them for subsequent apprenticeships. After a comprehensive potential analysis (clearing), participants joined the theoretical and practical training, which was accompanied by extensive socio-pedagogical support from the Diakonie de La Tour. The scientific monitoring and evaluation was carried out by researchers from the CUAS research group Trans_Space.

PROJECT GOALS

The action research project TourIK, in cooperation with the Diakonie de La Tour and the local tourism vocational school (FBS) as well as its continuing education institute TWLab, aimed to provide the tourism industry with urgently needed skilled workers and at the same time created training and qualified employment opportunities for young refugees. Parallel to the development and implementation of a one-year training program with socio-pedagogical support from our partners, scientific monitoring and evaluation were carried out.

METHODOLOGY

A qualitative research approach with method triangulation was chosen for the scientific monitoring and evaluation. Secondary data analysis and analysis of laws and documents were used, as well as semi-structured interviews with representatives of the tourism enterprises, pupils and responsible persons of the FBS/the TWLab and the Diakonie de La Tour. In addition, participatory action research methods (reflection workshop with the pupils) were applied. The data was then analysed by the evaluation team.

BENEFITS

In the last years, the tourism industry has been facing increasing challenges such as climate change, digitalization, a growing number of guests - with rising demands on service quality - and a simultaneous shortage of staff. In Carinthia alone, there was a shortage of 700 cooks and waiters in June 2019.

The project created a win-win situation for the businesses by relieving the staff shortage and the young refugees through labour market integration.

RESEARCH FOCUS:

Migration studies

COMPETENCE FIELD:

Migration, integration, labour market, tourism

DURATION: Oktober 2017 – Juli 2019

SCIENTIFIC COORDINATION:

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PROJECT MEMBERS:

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COOPERATION PARTNERS:

Diakonie de La Tour, FBS, TWLab, KWF

CONVEYOR:

Federal Ministry of Science, Research and Economy



RESEARCH

TourIK

Tourism and Integration in Carinthia



Participants in the pre-apprenticeship for the professions cook and waiter © Diakonie de La Tour

OUTPUT

The evaluation confirmed the project benefits on three levels:

- The tourism businesses benefited from the pre-qualified project participants and were able to relief their staff shortage.
- The young refugees were able to enter the Austrian labour market. A large number of them started a tourism apprenticeship, benefitting them and the businesses involved.
- The guests of the tourism businesses were able to form their own (positive) impressions of the refugees who cooked for and served them and were sensitized to the issues of dealing with diversity.

In the course of the evaluation, a checklist and a guideline for the training and operational integration of refugees in the tourism industry were also created to help avoid unnecessary difficulties.

OUTLOOK

The project evaluation has confirmed that this one-year preparation program before apprenticeships is useful and of good quality. It is a qualified training for prospective professionals with migration experience. For the successful implementation of similar projects, it is recommended to follow the developed guidelines and checklist. The project should be seen as a solution-oriented response to the social and migration policy challenges of 2015 and later. For the tourism industry, such a concept could provide a sustainable, innovative solution that is beneficial for the economy, migration policy and the tourism sector.



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