WP2 – NEEDS ANALYSIS REPORT

EmpowerHer: Enhancing Refugee Women's Skills for the Hospitality Sector

Best Institute für berufsbezogene Weiterbildung und Personaltraining GmbH

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1. Introduction

1.1. The EmpowerHer Erasmus+ Project

The global refugee crisis, driven by conflicts, persecution and socio-economic instability, has resulted in displacement of millions of individuals. Among these, women often face the harshest realities. In many societies, they are marginalized in different ways, e.g. because of their refugee status and/or due to their gender.

EmpowerHer aims to transform refugee women from a “vulnerable group” into a “vital and valued workforce” by offering targeted training, language support and mentorship and effectively bridging the employment gap in host countries, particularly in the hospitality sector.

Together with our EmpowerHer project partners from Germany, Greece and Spain, we develop, test and implement the following: Training Toolkit for Professionals, Profession-Specific Language Training Curriculum”, Peer-to-Peer Learning and Mentorship Model.

1.2. The importance of empowering refugee women bridging the employment gap in host countries in the European Union

Empowering refugee women is essential for bridging the employment gap in host countries across the European Union. These women often face unique challenges, including language barriers, cultural differences, and the psychological impacts of displacement and trauma. By providing targeted vocational training and support, we can help them overcome these obstacles and integrate successfully into the labour market.

Vocational education and training (VET) tailored to the specific needs of refugee women can enhance their employability by equipping them with the necessary skills for the hospitality sector, such as digital literacy, interpersonal communication, and vocational competencies. These efforts not only improve their prospects for economic independence but also contribute to the broader social and economic fabric of host countries.

Furthermore, empowering refugee women helps address labour shortages in various sectors, including hospitality, where there is often a high demand for skilled workers. By integrating these women into the workforce, host countries benefit from a more diverse and inclusive labour market, fostering social cohesion and mutual understanding.

Ultimately, the success of refugee women in the workforce represents a critical step towards achieving social equity and economic stability in the European Union, ensuring that all individuals, regardless of their background, have the opportunity to contribute meaningfully to society.

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1.3. Overview of the report and its purpose

The needs analysis questionnaire is a vital instrument for collecting detailed information from vocational-educational trainers working with refugee women in the partner countries of the EmpowerHer project. This questionnaire was designed to evaluate the trainers' current practices and needs in various areas, including digital literacy, vocational skills, mental wellbeing, cultural sensitivity, and the use of VR technology in training.

By focusing on these key areas, the questionnaire aimed to gather insights into the trainers' levels of familiarity with the specific challenges faced by refugee women, their confidence in integrating modern digital tools, and their strategies for creating an inclusive and supportive learning environment. This comprehensive data collection will contribute to identify existing skills, gaps, and areas that require further development to empower refugee women effectively in the hospitality sector.

The results of this needs analysis are crucial for shaping the detailed content of the Toolkit for VET Professionals. The project partnership will use the findings to tailor the training programs to address identified shortcomings and real-world needs. This approach ensures that the Train the Trainer Training is both relevant and impactful, ultimately enhancing the quality of vocational education and support provided to refugee women, aiding their successful integration into the labour market.

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2. Description of the sample

2.1. Information about participants who completed the questionnaire (e.g. trainers working in course institutes with experience in working with refugee participants)

The participants who completed the questionnaire are trainers, adult educators and further professionals in the project partners' countries. These professionals work within various projects, often engaging with refugee participants. The trainers have diverse levels of experience, particularly in working with refugee women in the EU. Many possess strong educational backgrounds, coupled with extensive qualifications in adult education and vocational training. Their collective expertise allows them to address the unique challenges faced by refugee women, helping them to integrate into the local community and workforce effectively.

2.2. Mention the number of participants form each partner organisation

The study involved 151 participants.

- Best Institut für berufsbezogene Weiterbildung und Personaltraining GmbH: 41 participants
- EKPA: 40 participants
- Egeria: 40 participants
- Gewerkstatt: 30 participants

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3. Methodology

The needs analysis questionnaire aims to gather detailed information from vocational-educational trainers working with refugee women in the partner countries of the EmpowerHer project within the European Union. This survey assesses various critical aspects, including trainers' current practices with digital tools and VR technology, their strategies for enhancing mental wellbeing and cultural sensitivity, and their techniques for developing interpersonal, cognitive, pre-vocational, and vocational skills in refugee women.

The approach used in the questionnaire involves multiple-choice options for each question, enabling trainers to select the most appropriate answers. This structured method ensures consistency in data collection and facilitates comprehensive analysis. In certain questions, trainers have the opportunity to provide additional information or specify their own aspects, allowing for a more nuanced understanding of their experiences and needs.

Moreover, the questionnaire includes open-ended questions, which invite trainers to offer detailed descriptions and explanations where necessary. This combination of structured and open-ended questions ensures that the data collected is both comprehensive and rich in detail.

Overall, the needs analysis questionnaire aims to gather extensive information about the needs, challenges, and resources of vocational-educational trainers working with refugee women. The insights obtained will guide the development of targeted training initiatives focused on enhancing digital literacy, vocational skills, mental wellbeing, and other critical areas, ultimately empowering refugee women to achieve professional success and integration in the hospitality sector.

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4. Main Findings

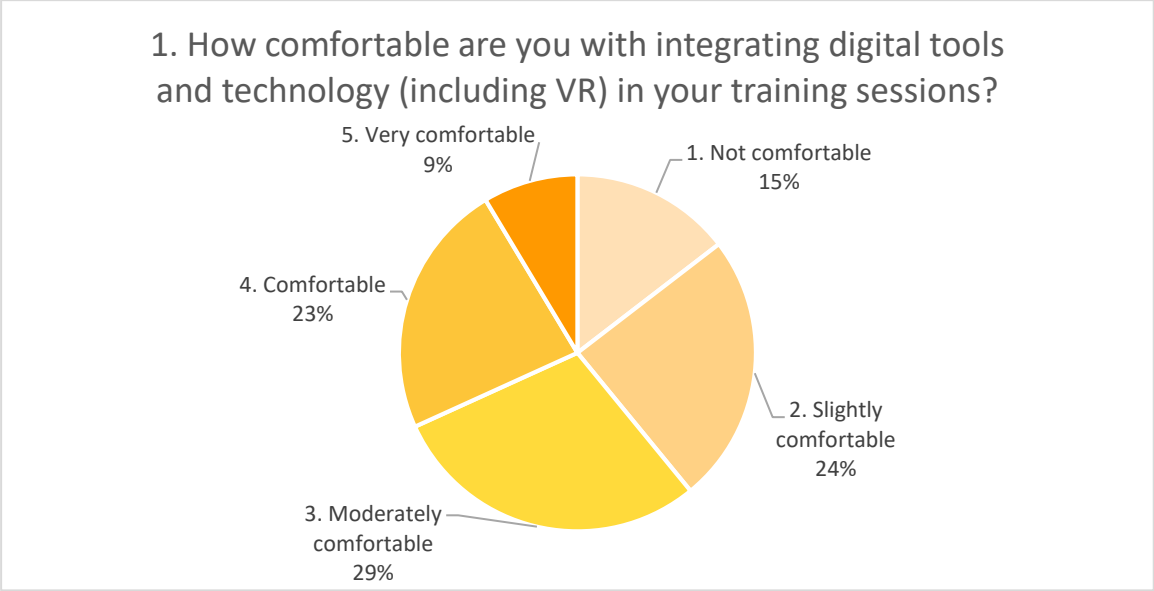
The main findings section discusses the results obtained from each question asked in the questionnaire. The responses are analysed and organized based on the thematic areas explored in the survey.

PART 1 - Digital and VR Skills

1. Comfort with Integrating Digital Tools and Technology

Participants' comfort levels with integrating digital tools, including VR, in their training sessions revealed a learning curve across the group. Although **a significant portion of the trainers (29%) felt moderately comfortable** - indicating an openness and willingness to engage with digital innovations, **only a small number (9 % of the respondents) rated their comfort level as very high.**

However, the **presence of a substantial cohort (approximately** 39% **which including the "Not comfortable" 15% and "Slightly comfortable" 24%)** that feels less comfortable points to an important need for targeted training and support. Ensuring that all participants have access to comprehensive and ongoing educational resources is essential to bridge this gap in digital proficiency. Moreover, this spectrum of comfort levels suggests varying degrees of familiarity and experience with digital tools, underlining the need for diverse and adaptive training approaches to meet the participants' individual needs and further enhance their digital literacy.



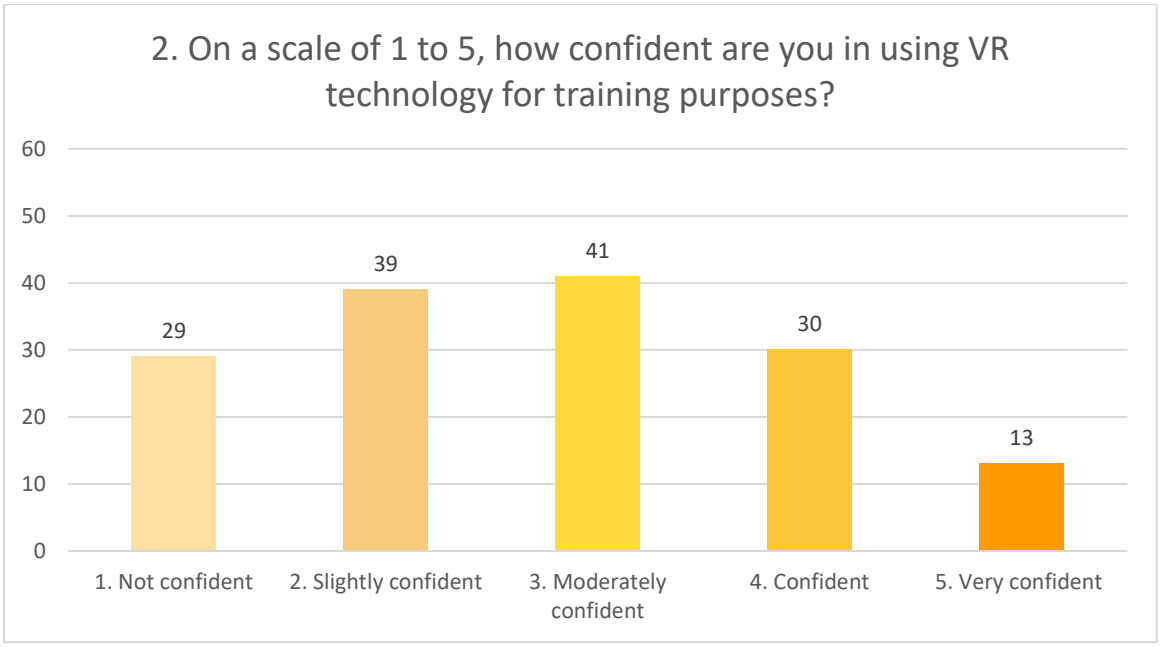
2. Confidence in Using VR Technology for Training

Based on the bar chart depicting confidence levels in using VR technology for training purposes, we observe a significant range of confidence among the participants. **The highest number of respondents (approximately 27%) fall into the "Moderately confident"** category, while **26% are "Slightly**

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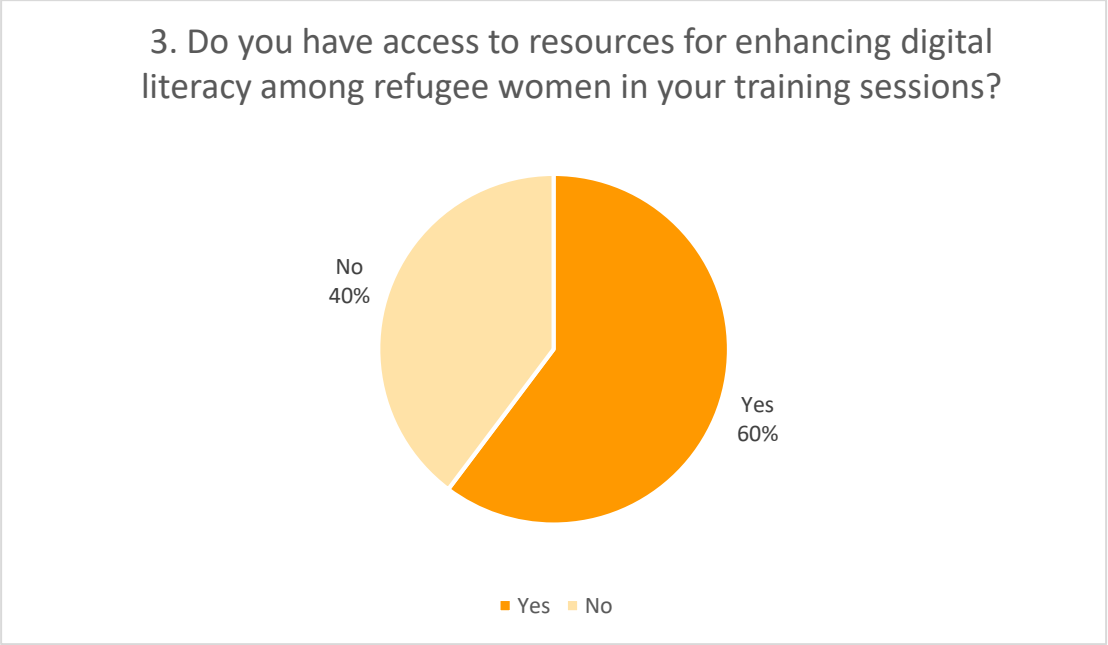
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confident". This highlights a general openness and willingness to engage with VR technology, though not without some reservations.
However, a **notable portion of the respondents (around 24%)** do not feel confident using VR technology, underlining the necessity for enhanced training and support. Only **a smaller segment (9%) feels very confident**, indicating a gap that needs to be bridged to ensure greater overall proficiency.
This data suggests that while there is a foundational interest in VR technology for training, targeted initiatives to bolster confidence and skills would be highly beneficial in maximizing the effectiveness of this digital tool.



3. Access to Resources for Enhancing Digital Literacy

The pie chart reveals that a majority of participants (60%) acknowledge having access to resources for enhancing digital literacy among refugee women in their training sessions. Meanwhile, a noteworthy minority (40%) report a lack of such resources.



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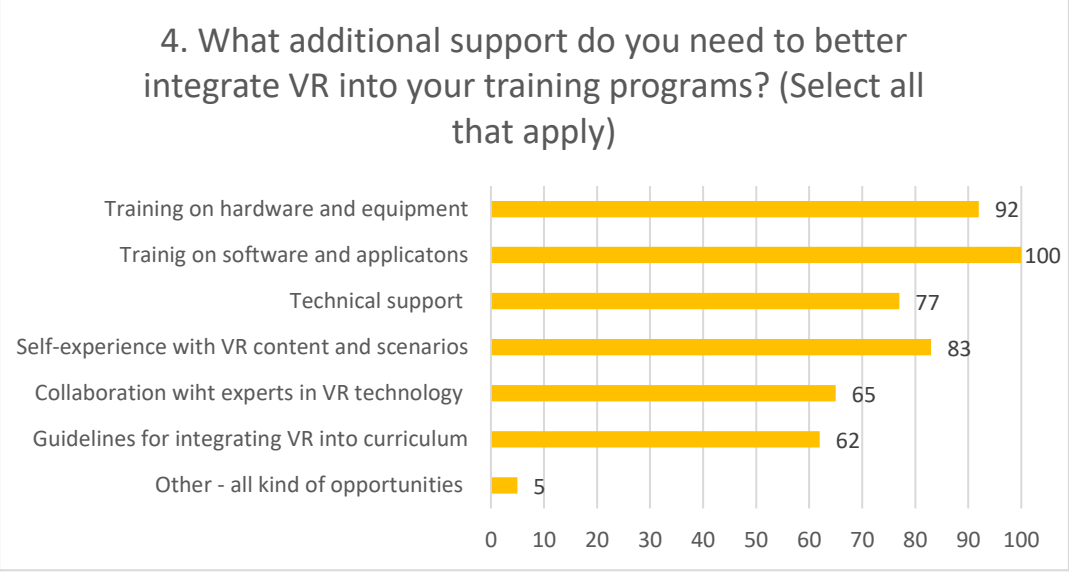
- **Diverse set of digital tools**: participants have access to various digital resources, including digital boards, VR headsets, computers, tablets, digital glasses, smartboards, mobile phones, and VR-compatible devices.
- **Comprehensive digital infrastructure**: the presence of rooms equipped with computers and digital screens, as well as internet access, indicates a strong digital setup among the partners.
- **Online learning platforms**: commonly used platforms such as Moodle and other specific training materials and programs are in place, supporting digital learning initiatives.
- **Practical skill-building resources**: participants have access to digital learning programs and workshops designed to build practical skills.
- **Digital skills development**: programs aimed at developing digital skills point to an ongoing effort to enhance participants' digital literacy and competence.

The findings reflect a well-rounded and multifaceted approach towards integrating digital tools and technologies into training programs. The availability of a diverse set of digital resources and infrastructure highlights a strong foundation for enhancing digital literacy and implementing tech-driven training experiences. Participants are equipped with not only the necessary hardware and software but also with platforms and programs designed to build practical skills and improve digital proficiency.
However, it is essential to address any discrepancies in resource availability to ensure equitable training opportunities across all partners.

4. Additional Support Needed for Integrating VR into Training

The need for additional support to effectively integrate VR into training programs is evident.

- **Training on hardware and software:** a significant number of respondents indicate a need for training on both hardware and software as crucial support areas.
- **Self-experience with VR**: participants emphasize the importance of gaining self-experience with VR content and scenarios.
- **Technical support and guidelines**: many respondents require technical support and guidelines for integrating VR into their curriculum.
- **Collaboration with experts**: participants seek collaboration with VR technology experts.
- **Other support needs**: a smaller number of respondents mention a diverse range of additional support needs.



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The data demonstrates a clear priority among respondents for comprehensive training on both the hardware and software aspects of VR technology, as well as opportunities for hands-on experience. This highlights the importance of equipping trainers with the necessary skills and familiarity to effectively utilize VR in their programs. The demand for technical support and integration guidelines further underscores the need for structured assistance and resources to ensure seamless incorporation of VR into the curriculum.

The desire for collaboration with VR experts indicates an appreciation for the value that external expertise can bring in enhancing VR training programs. The relatively lower number of responses for other support needs suggests that respondents have specific and focused requirements related to hardware, software, and experiential learning.

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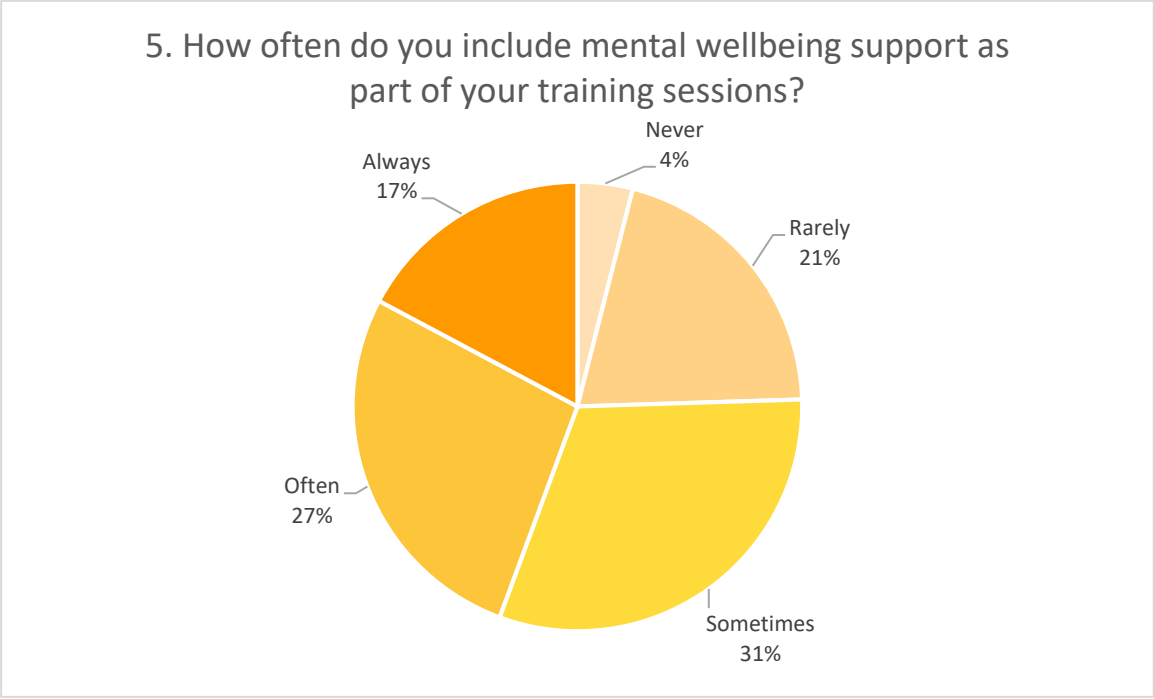
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PART 2 - Mental Wellbeing and Cultural Sensitivity

5. Integration of mental wellbeing support in training

The distribution suggests a varied approach to incorporating mental wellbeing support. Notably, a **combined 44% of respondents include it often or always**, indicating a significant emphasis within some training programs. However, a **notable 25% include it rarely or never**. Nearly one-fourth of respondents lack consistent mental wellbeing support, pointing to an area that needs addressing. The largest portion, **31%, selects "sometimes,"** hinting at sporadic incorporation of mental wellbeing initiatives. It suggests that while there's a presence of support, it's inconsistent.

Finding strategies to make mental wellbeing support a more regular element could be beneficial.



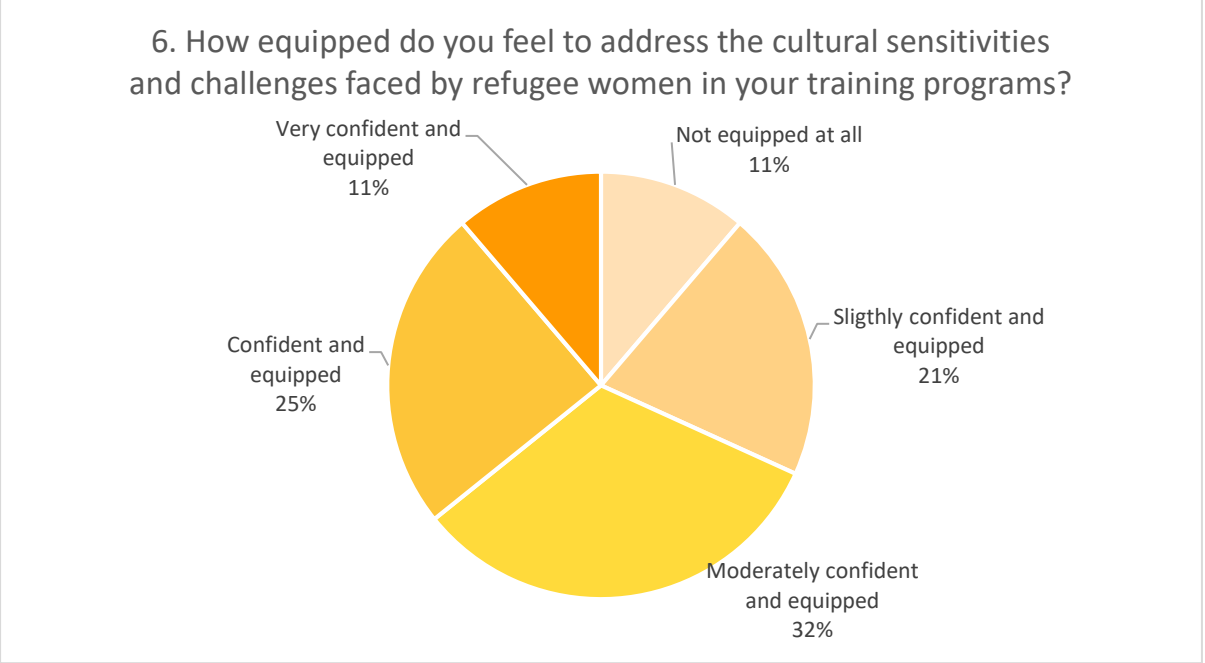
6. Trainers' Confidence in Addressing Cultural Sensitivities

Together, 36% of the answers (Very confident and equipped & Confident and equipped) reflect a substantial number of respondents who are prepared to address these specific challenges**. The largest segment, 32%, of respondents feel "Moderately confident and equipped,"** suggesting a moderate level of preparedness is the most common among respondents. The combined total of 32% for **"Slightly confident and equipped" (21%)** and **"Not equipped at all" (11%)** indicate that nearly one-third of respondents feel they lack sufficient preparation in addressing these cultural challenges.

Enhancing the confidence levels of those who are less equipped could improve the overall effectiveness and inclusivity of training programs for refugee women.

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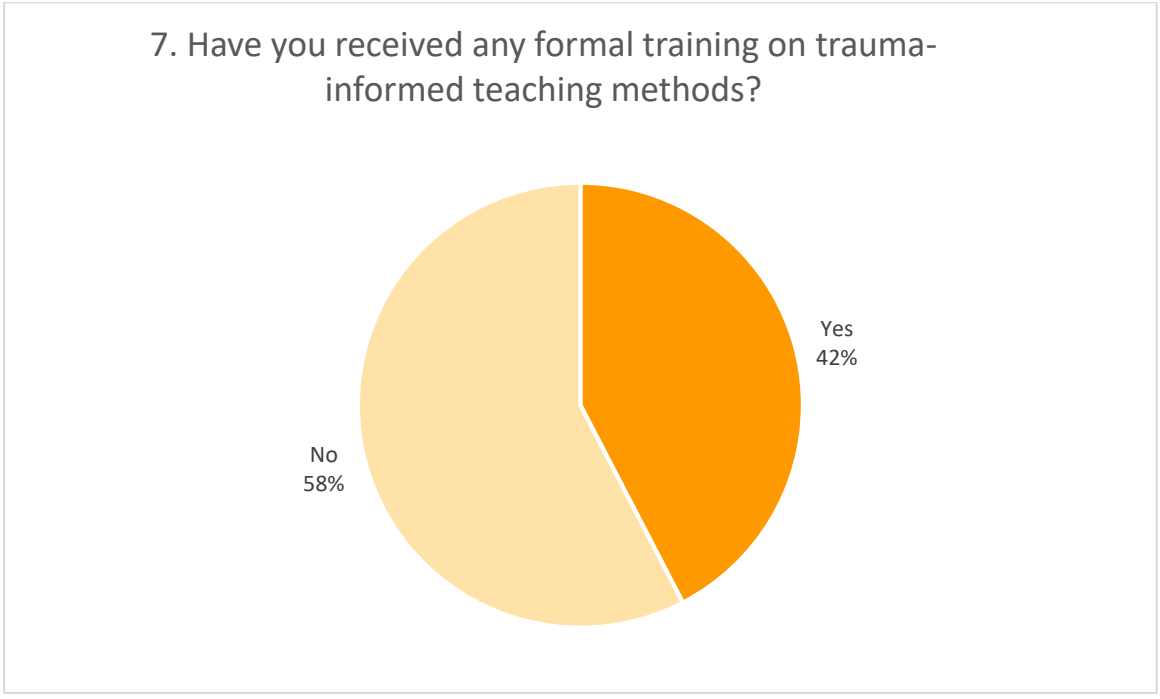


7. Formal Training in Trauma-Informed Teaching Methods

Only 42% of respondents have undergone formal training on trauma-informed teaching methods. This highlights a significant gap in formal education regarding this area.

Those who have received training possess a diverse range of qualifications, from different academic degrees to specific workshops and techniques. This variety suggests a rich pool of knowledge and skills among the trained respondents.

Given the **high percentage (58%) without formal training**, there's a clear opportunity to develop and implement more structured training programs focused on trauma-informed teaching methods.



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PART 3 - Cognitive Skill Development

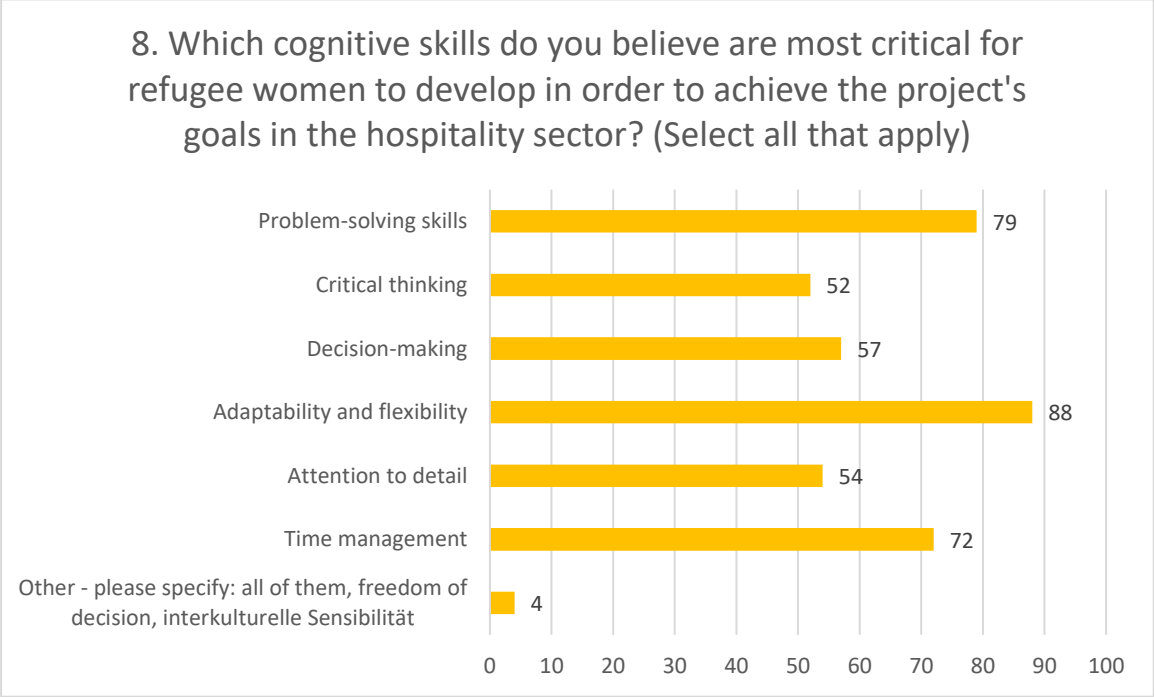
8.

A) Most Critical Cognitive Skills for Refugee Women in the Hospitality Sector

The skill deemed most critical for refugee women by respondents is **Adaptability and Flexibility** (88 responses) and **Problem-solving skills** (79 responses). Time management also rank high.

Decision-making, **Critical thinking** and Attention to Details are all seen as essential skills as important for maintaining quality and standards in hospitality services.

The "Other" category received 4 responses, suggesting that while other cognitive skills are essential, a few respondents also emphasize the need for cultural sensitivity and autonomy.



B) Specific Skills within Critical Cognitive Categories

The responses emphasize the necessity for a wide range of skills including attention to detail, adaptability, time management, problem-solving, communication, and cultural sensitivity to meet the diverse challenges in the hospitality sector. The focus is both on technical skills and personal attributes necessary for effective interaction and service delivery in this dynamic environment.

- **Attention to Detail**: performing tasks with precision, such as ensuring rooms are cleaned to high standards or orders are accurately prepared; noticing small details that enhance guest experiences,
- **Decision-Making:** finding solutions or making decisions in a planned and systematic way to meet customer expectations; evaluating situations and making informed, timely decisions to address immediate needs or improve processes, balancing competing priorities in high-pressure scenarios while maintaining service quality.

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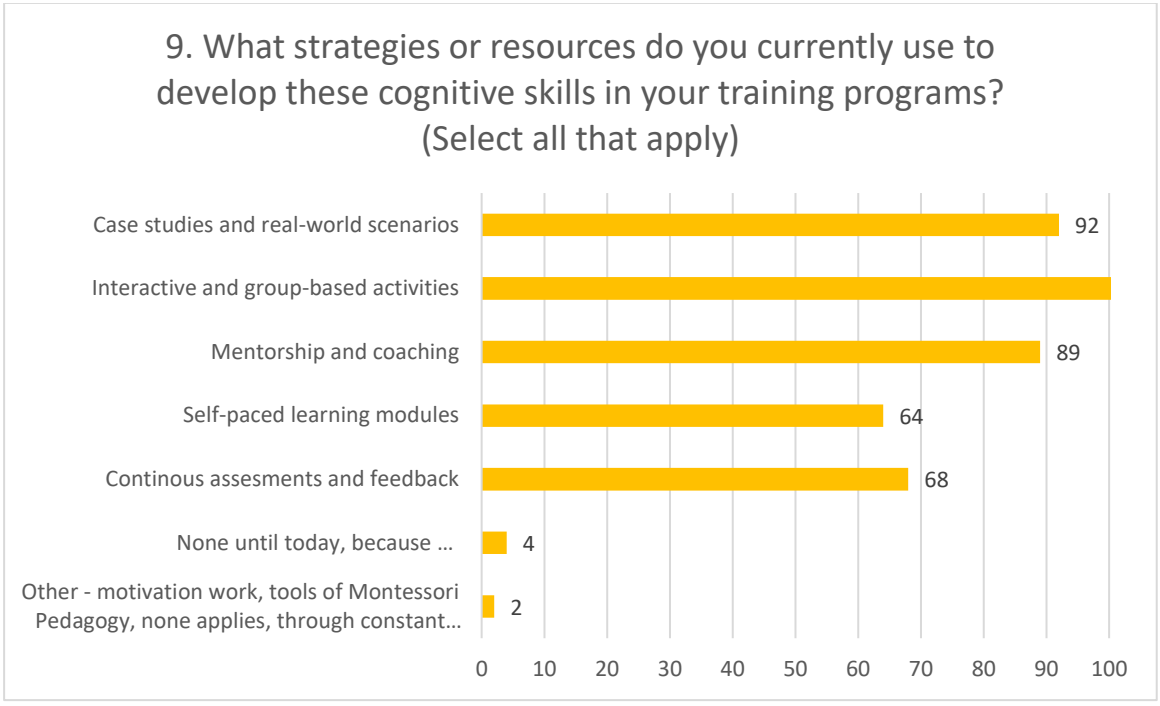
- **Adaptability and Flexibility:** the ability to adjust quickly to new work methods, schedules, or guest requirements; responding quickly and efficiently to changes and guest requests, responding calmly and efficiently to unexpected situations, such as last-minute guest requests or changes in plans.
- **Time Management:** managing tasks efficiently and prioritizing tasks effectively to ensure all responsibilities are completed on time; planning work schedules to handle peak periods and high workloads in a structured manner; being punctual is crucial due to frequent scheduling issues among refugees.
- **Problem-Solving:** independently identifying and resolving problems to ensure customer satisfaction; developing alternative solutions for unforeseen challenges to ensure smooth operations; being able to resolve customer complaints or technical faults effectively.
- **Cultural Sensitivity and Integration:** integrating into the workplace by effectively dealing with different cultures and workstyles of colleagues and guests; understanding and respecting cultural differences among guests and colleagues; navigating diverse social and professional environments to foster inclusion and mutual understanding.
- **Communication Skills:** clearly conveying instructions and responding to guest inquiries; developing the ability to both give and understand instructions clearly, which is vital in the hospitality sector; using both verbal and non-verbal communication to create positive interactions with guests and coworkers.
- **Self-Confidence and Assertiveness:** knowing and respecting one's rights and being confident in interactions.

9. Strategies and Resources for Cognitive Skill Development

Interactive and group-based activities, with 102 responses, highlight the importance of collaborative learning environments. With **92 responses, case studies and real-world scenarios** showcase the value of hands-on, practical learning experiences. **Mentorship and coaching, with 89 responses**, emphasizes the need for personal guidance and support in skill development. Self-paced learning modules, used by 64 respondents, indicate a significant appreciation for flexible, individual learning options, while continuous assessments and feedback, with 68 responses, underscore the importance of ongoing evaluation and guidance. Minimal use of the 'None until today, because ...' option with 4 responses, along with 'Other' categories receiving just 2 responses, suggests that most respondents rely on established strategies and resources.

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10. Additional Support or Resources Needed

The highest number of responses **(100) was for "Time for integrating cognitive skills training into the curriculum,"** emphasizing the need for dedicated time to effectively incorporate these skills. A significant number of responses **(93) were for "Workshops and seminars on cognitive skill development,"** indicating a strong preference for structured, educational support. **"Access to more training materials and resources" also received a high number of responses (89)**, underscoring the need for additional learning materials to enhance training programs. Only 6 responses indicated that no additional support is needed, suggesting that the majority of respondents do feel the need for further resources and support. This results underline the significant demand for more time, resources, and educational support to enhance the development of cognitive skills among refugee women.



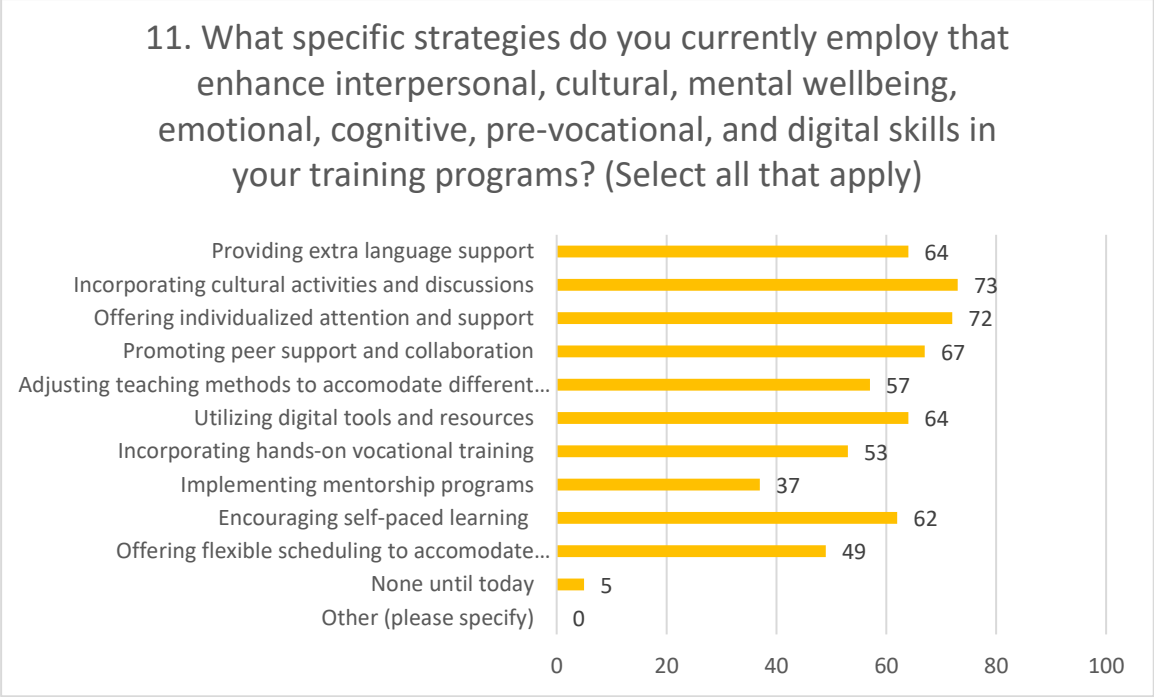
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PART 4 - Current Methods/Practices and Development Needs

11. Strategies Employed to Enhance Various Skills

The chart demonstrates that the most frequently employed strategy is **incorporating cultural activities and discussions**, with 73 responses, highlighting the importance of fostering cultural understanding. Offering **individualized attention and support** is equally significant, receiving 72 responses, signifying the need for tailored support for each participant. **Providing extra language support and utilizing digital tools and resources** both garnered 64 responses, emphasizing the importance of language proficiency and digital literacy. **Promoting peer support and collaboration** also proved popular, with 67 responses, showcasing the value of collective effort and teamwork. **Adjusting teaching methods to accommodate different learning styles**, with 57 responses, illustrates the necessity for flexible teaching approaches, while encouraging self-paced learning gathered 62 responses, reflecting a preference for individualized learning. **Incorporating hands-on vocational training** (53 responses) and implementing mentorship programs (37 responses) show the value of practical training and guided learning. **Offering flexible scheduling to accommodate different needs** received 49 responses, underscoring the importance of adaptable schedules for effective training. The options "None until today" and "Other" had minimal responses, suggesting that most respondents already have well-established strategies in place.



12. Skills Development Needs

A) Key skills to be developed

The **interpersonal skills** as the most critical area, with 87 responses, emphasizing the need for effective communication, teamwork, and relationship-building within the hospitality sector. **Cultural Awareness** with 83 responses, this skill is crucial for understanding and respecting the diverse backgrounds of colleagues and guests, promoting inclusivity and enhancing service quality. **Cognitive**

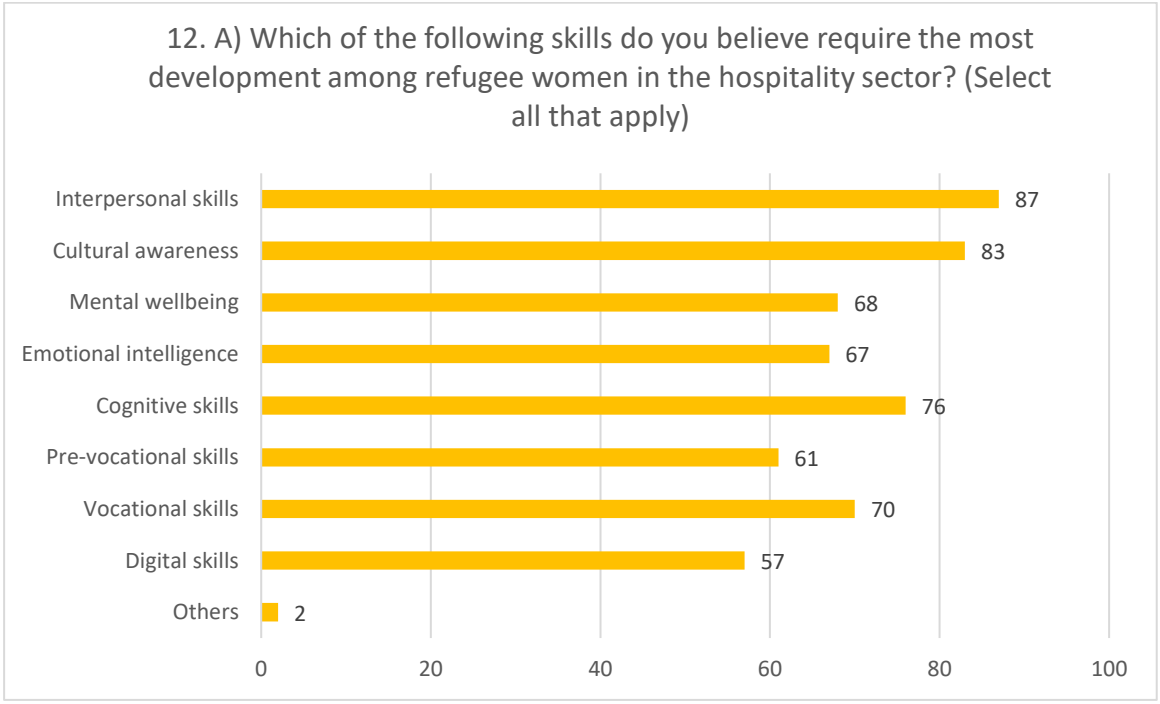
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Skills is significant focus, receiving 76 responses, highlighting the importance of problem-solving, decision-making, and critical thinking in dynamic work environments. **Vocational Skills** with 70 responses, emphasizing practical and job-specific skills essential for performing tasks efficiently and meeting industry standards. **Mental Wellbeing** received 68 responses, illustrating the need for supporting emotional resilience and managing stress to ensure overall well-being in the workplace. **Emotional Intelligence** with 67 responses, stressing the importance of empathy, self-awareness, and managing interpersonal relationships effectively. 61 responses of **pre-vocational skills**: indicate the need for foundational skills that prepare individuals for vocational training and employment. **Digital Skills** received 57 responses, underlining the importance of digital literacy in today's tech-driven work environment. **Other skills** with 2 responses suggest some specific but less commonly cited skills.

Key insights:

- **Interpersonal Skills and Cultural Awareness** are seen as the most crucial areas for development, highlighting the importance of effective communication and cultural sensitivity in the hospitality sector.
- **Cognitive and Vocational Skills** are also highly valued, indicating a need for strong problem-solving abilities and job-specific competencies.
- **Mental Wellbeing and Emotional Intelligence** are essential for creating a supportive and emotionally resilient workforce.
- **Pre-Vocational and Digital Skills** play a foundational role in preparing individuals for successful employment in an increasingly digitalized industry



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B) Explanation for key skills to be developed

When asked about the skills requiring the most development, the respondents highlighted the following:

Service Orientation & Professional Skills:

- **Service Orientation:** providing high-quality service is essential for customer-facing roles, ensuring guest satisfaction.
- **Independent Thinking:** encourages problem-solving and efficiency in various tasks.
- **Practical Applications:** hands-on training in real-world scenarios enhances job readiness.
- **Flexibility and Versatility:** adapting to various roles and tasks within hospitality is important for dynamic work environments.
- **Specific Skills:** competency in food service, reception, and housekeeping ensures effective performance in key hospitality functions.

Emotional and Mental Wellbeing:

- **Emotional Intelligence:** understanding and responding to customers' needs helps in offering appropriate alternatives.
- **Cultural Understanding:** helps employees navigate different social norms and customer expectations.
- **Mental Wellbeing:** contributes to motivation, engagement, and overall job performance.
- **Resilience**: helps individuals cope with stress and challenges in demanding work environments.

Cognitive Skills & Learning Abilities:

- **Cognitive Skills:** critical thinking, problem-solving, and decision-making abilities are essential for tasks and situations in hospitality.
- **Continuous Learning:** ongoing education and skills development are emphasized for career growth and adaptability.

Cultural Awareness and Diversity:

- **Cultural Competence**: understanding and respecting cultural differences is vital for interacting with guests and colleagues.
- **Knowledge of Local Customs:** awareness of local traditions and hospitality norms helps provide tailored services.
- **Diversity Understanding:** ability to work effectively with a diverse team and clientele ensures inclusive and harmonious work environments.

Communication Skills:

- **Interpersonal Skills:** effective communication with guests and team members includes both verbal and non-verbal cues such as body language.

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- **Language Proficiency:** overcoming barriers and reducing misunderstandings ensures high-quality service and clear communication.
- **Cultural Communication:** communicating with people from diverse cultural backgrounds enhances inclusivity and professionalism.
- **Teamwork and Collaboration:** working well within a team and maintaining positive interactions with colleagues fosters a supportive work culture.

Digital Literacy:

- **Digital Competencies:** navigating booking platforms, CRM systems, and social media is important for efficient operations.
- **Technology Utilization**: using hotel and reservation software streamlines operations and enhances guest experience.

Vocational Skills:

- **Practical skills** such as room cleaning, front desk management, and kitchen assistance are fundamental for meeting industry-specific standards.

Importance for the Hospitality Sector: developing these skills ensures that refugee women are well-prepared to meet the expectations of the hospitality sector, leading to successful professional integration and growth. The focus on service orientation, Emotional Intelligence, mental wellbeing, cognitive abilities, cultural competence, communication, digital literacy, and vocational skills collectively enhances the overall effectiveness and inclusivity of training programs.

13. Effectiveness of Current Training Methods

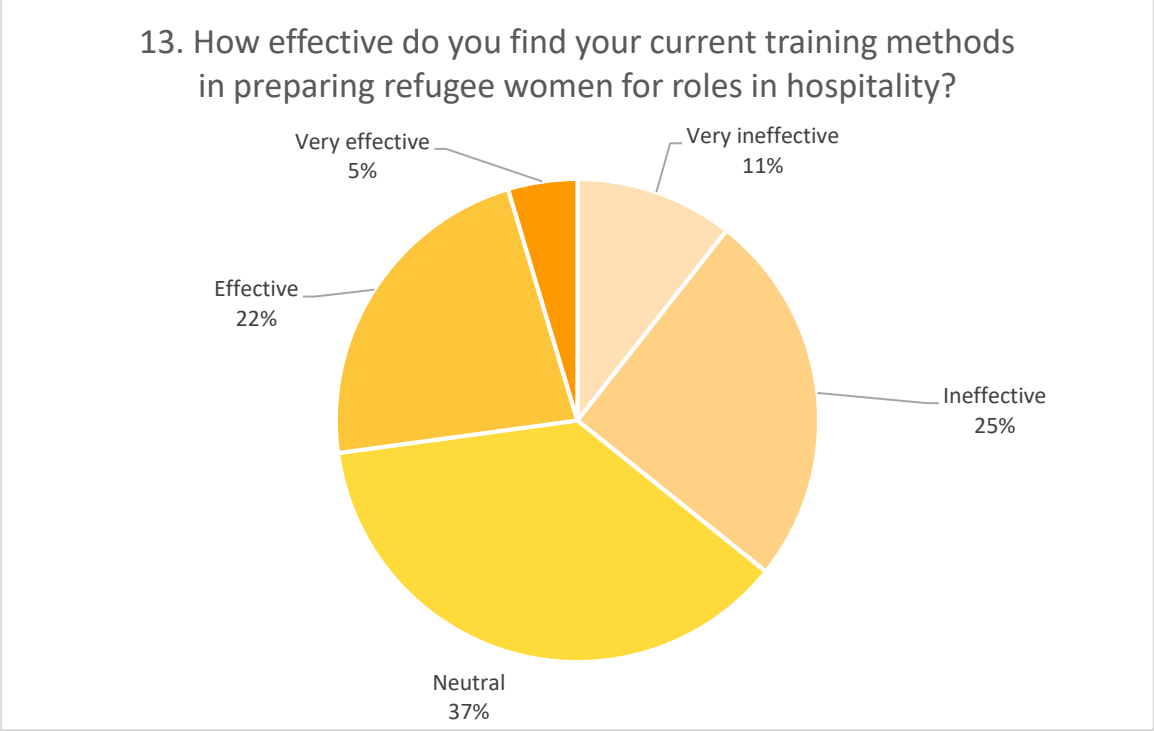
Regarding the effectiveness of current training methods in preparing refugee women for hospitality roles:

Most respondents feel that their current training methods are **neutral in effectiveness (37%)**, indicating that while the training is somewhat beneficial, there is room for improvement. However, the results show a significant portion of respondents finding the training either **effective (22% responses)** or **very effective (5%)**, demonstrating that some elements of the training are indeed working well.

On the other hand, a notable number of respondents rate the methods as **ineffective (25%)** or **very ineffective (11%)**, highlighting areas where the training programs may be falling short. This disparity suggests a need for evaluating and enhancing the consistency of training programs to ensure broader effectiveness.

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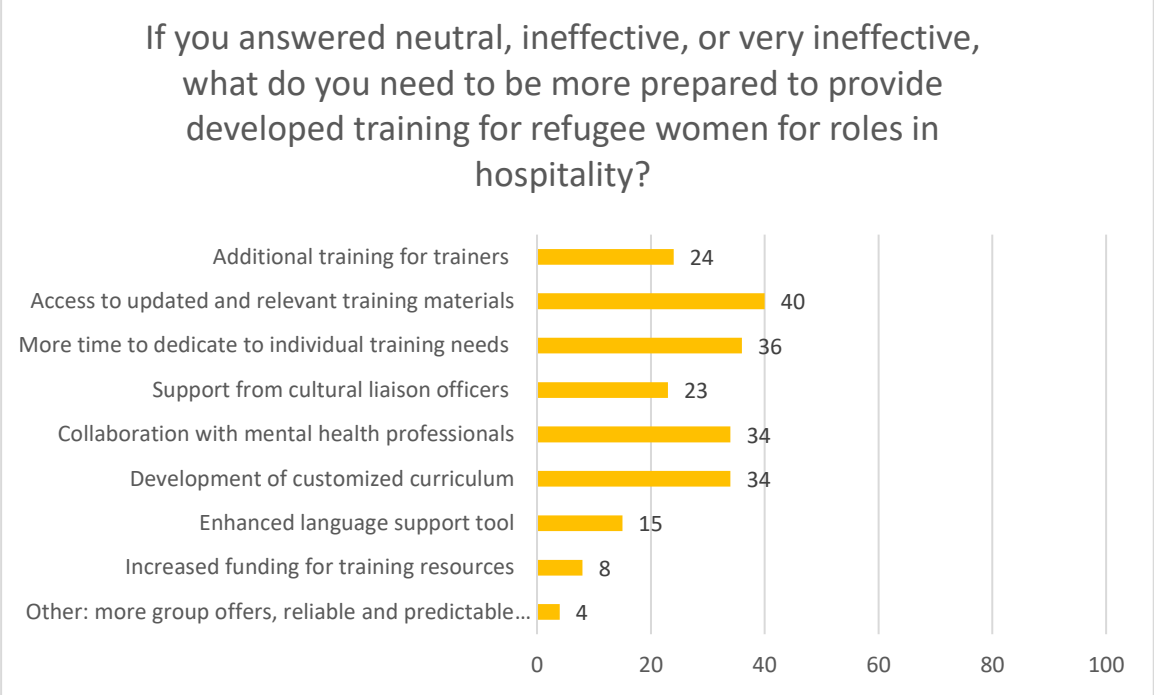
In response to the needs to improve training effectiveness, the most frequently selected need was **access to updated and relevant training materials** with 40 responses, reflecting a strong demand for current and pertinent materials. Trainees also require **more time dedicated to individual training needs** (36 responses), indicating that trainers feel more individualized attention is necessary.

Additionally, **collaboration with mental health professionals** and the **development of a customized curriculum** both received 34 responses, signifying the importance of mental health support and tailored training programs. **Additional training for trainers** garnered 24 responses, showing a need for further professional development. **Support from cultural liaison officers** had 23 responses, indicating a need for cultural mediation. **Enhanced language support tools** (15 responses) were also highlighted, pointing to the importance of language assistance. **Increased funding for training resources** and **other** (such as more group offers) received 8 and 4 responses respectively, showing that although these are less frequently mentioned, they are still considered important by some respondents.

This analysis suggests that the main areas for improvement lie in providing up-to-date training materials, dedicating more time to individual needs, collaborating with mental health professionals, and customizing the curriculum. These areas could significantly enhance the effectiveness of training programs for refugee women in hospitality roles.

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Additional comments and suggestions

The participants provided valuable feedback and suggestions to further enhance the training programs. One significant observation is the **lack of Virtual Reality (VR) technology** in the current courses, as hardware and software resources are not available. This highlights a potential area for technological advancement in training offers.

Highly-practical, hands-on training was a recurrent theme, with recommendation to incorporate simulations of real work processes and workshops focused on intercultural communication. These methods would help to better prepare participants for the specific everyday challenges in the hospitality sector. **Mentorship programs** were also suggested, aiming to provide personalized guidance and support to refugee women, facilitating their integration into the workforce. The importance of **access to digital resources** and **tailored language courses with industry-specific content** was emphasized, recognizing that these tools can significantly aid in professional development and integration. Offering language courses that are directly relevant to the hospitality sector could make a considerable difference in the participants' employability and job performance.

These suggestions collectively indicate a need for more practical, technology-enhanced, and personalized training approaches to better support refugee women. By integrating these elements, the project can be further strengthened, providing more effective and comprehensive training solutions.

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5. Conclusion and recommendation

This survey, conducted as part of the Work Package 2 (WP2) of the Empower Her project, provides essential insights to support the development of a Training Kit and associated materials for Vocational Education and Training (VET) professionals. WP2 aims to create a comprehensive toolkit for VET professionals, focusing on skill development, digital literacy, VR integration, mental wellbeing support, and inclusive training delivery.

Key Areas for Improvement

The needs analysis highlights several critical areas requiring attention to enhance vocational-educational training for refugee women in the hospitality sector. Several common themes emerged across all partners:

Digital Literacy and VR Technology Integration:

- Many trainers reported **moderate comfort in using digital tools and VR technology**, indicating significant gaps in systematic training and resource availability.
- The **lack of access to VR-compatible devices and relevant digital literacy tools** underscores the need for targeted training programs to modernize teaching methods and provide immersive learning experiences.

Mental Wellbeing and Cultural Sensitivity: mental health support is integrated **inconsistently into training sessions**, with only moderate preparedness among trainers to address cultural sensitivities and trauma-related challenges.

Cognitive Skills Development:

- **Critical thinking, problem-solving, adaptability, and flexibility** are essential for success in the hospitality sector. However, trainers **often lack the resources and structured time to fully integrate these cognitive skills** into their programs.
- Developing **experiential learning modules** and mentoring opportunities will enhance cognitive skill development.

Pre-Vocational and Vocational Skills:

- Comprehensive development of pre-vocational and vocational skills is necessary to prepare participants for specific hospitality roles such as housekeeping, kitchen assistance, stock management, and front desk operations.
- **Structured workshops and hands-on vocational training** will provide the practical experience needed for job readiness.

Training Methods and Materials:

- Current training methods are often **rated as neutral to ineffective**, highlighting the need for updated resources, more individualized training time, and **professional support such as cultural liaisons and mental health professionals**.
- Updated and diversified training materials, **interactive group-based activities, and continuous feedback mechanisms** will promote collaboration, peer learning, and effective skill development.

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Guidance for Future Training Initiatives

To develop a robust training toolkit, future training initiatives under the Empower Her project should focus on the following key areas:

1. **Enhancing digital proficiency**: implement targeted training programs to **improve digital literacy and familiarize trainers with VR technology**. Ensure equitable **access to digital resources, including VR-compatible devices and internet connectivity**, to create immersive and engaging learning experiences.
2. **Strengthening Mental Wellbeing and Cultural Sensitivity Training:** provide formal **training in trauma-informed teaching methods** to support the mental health needs of refugee women. Facilitate **workshops that focus on cultural awareness and the unique challenges** faced by refugee women to foster an inclusive and supportive learning environment
3. **Focusing on Cognitive and Vocational Skill Development:** design experiential learning modules **centred on problem-solving, adaptability, and decision-making**. Incorporate **hands-on vocational training** in identified hospitality roles, such as housekeeping, kitchen assistance, and front desk operations, to ensure participants are well-prepared for specific job requirements.
4. **Improving training methods:** update and diversify training materials to **reflect modern hospitality sector demands**. Encourage **interactive, group-based activities and self-paced learning** modules to promote collaboration and individual learning.

Recommendations

Based on the analysis, the following recommendations are proposed to address the identified needs and further the goals of WP2:

1. **Provide additional training and resources for trainers:**
    - Invest in continuous professional development focused on digital literacy, trauma-informed teaching, and cultural sensitivity.
    - Ensure trainers have access to updated and relevant training materials to enhance their teaching methods.
    - Adopt a tailored and holistic approach by customizing training programs to address the specific needs of refugee women, integrating cognitive, interpersonal, and vocational skills with cultural sensitivity and mental wellbeing support.

2. **Foster collaboration with mental health professionals and address cultural challenges:**
    - Develop partnerships with mental health professionals and cultural liaisons to enhance the quality of training programs.
    - Address cultural challenges by engaging experts to facilitate understanding and support refugee women's transition from training to employment.
    - Implement a comprehensive approach that addresses mental health and cultural challenges to ensure a supportive and inclusive learning environment.

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3. **Integrate advanced digital and VR technologies:**

   - Seek opportunities to incorporate advanced digital and VR technologies into training programs.
   - Leverage these technologies to create immersive, hands-on learning experiences that simulate real-world scenarios in the hospitality sector.
   - Ensure a holistic approach by providing equitable access to digital resources and including tailored training modules that familiarize both trainers and participants with the use of digital and VR tools.

By adopting these tailored, holistic, and comprehensive strategies, the EmpowerHer project will develop a robust training toolkit that equips VET professionals with the necessary tools and skills to support refugee women effectively. This approach will enhance the quality of vocational training, empowering refugee women to succeed in hospitality roles and achieve meaningful professional integration.

Conclusion

By addressing the identified needs and implementing these strategies, the EmpowerHer project aims to develop a comprehensive training toolkit that equips VET professionals with the necessary tools and skills to support refugee women effectively. This holistic approach will enhance the quality of vocational training, empowering refugee women to succeed professionally and achieve meaningful integration into the hospitality sector in the European Labour Market.

Addressing these critical areas and implementing the recommended strategies will significantly enhance vocational training programs, providing better support for refugee women. These improvements will not only elevate the quality of training but also empower participants, fostering their professional success and integration into the hospitality sector. The conclusions and recommendations from this survey will form the basis for the development of the Training Kit under WP2, ensuring that future training initiatives are tailored to the unique challenges faced by refugee women.

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6. Appendix

WP2 - NEEDS ANALYSIS QUESTIONNAIRE

Thank you for participating in the EmpowerHer project needs analysis survey. This survey aims to gather valuable insights about your current practices, skills, and the support you need to effectively train and empower refugee women in the hospitality sector.

Your responses will contribute to the development of a comprehensive Toolkit that will enhance training programs and better address the needs of both trainers and trainees. Your participation is crucial in helping us create impactful and relevant training solutions.

PART 1 - Digital and VR Skills

1. **How comfortable are you with integrating digital tools and technology (including VR) in your training sessions?**

    1. Not comfortable
    2. Slightly comfortable
    3. Moderately comfortable
    4. Comfortable
    5. Very comfortable

2. **On a scale of 1 to 5, how confident are you in using VR technology for training purposes?**

    1. Not confident
    2. Slightly confident
    3. Moderately confident
    4. Confident
    5. Very confident

3. **Do you have access to resources for enhancing digital literacy among refugee women in your training sessions?**

    - Yes
    - No
    - If yes, please specify it: …

4. **What additional support do you need to better integrate VR into your training programs? (Select all that apply)**

    - Training on hardware and equipment
    - Training on software and applications
    - Technical support
    - Self-experience with VR content and scenarios
    - Collaboration with experts in VR technology
    - Guidelines for integrating VR into the curriculum
    - Other (please specify):

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PART 2 - Mental Wellbeing and Cultural Sensitivity

5. How often do you include mental wellbeing support as part of your training sessions?

- Always
- Often
- Sometimes
- Rarely
- Never

6. How equipped do you feel to address the cultural sensitivities and challenges faced by refugee women in your training programs?

1. Not equipped at all
2. Slightly confident and equipped
3. Moderately confident and equipped
4. Confident and equipped
5. Very confident and equipped

7. Have you received any formal training on trauma-informed teaching methods?

- Yes
- No
- If yes, please specify:

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PART 3 - Cognitive Skill Development

8. A) Which cognitive skills do you believe are most critical for refugee women to develop in order to achieve the project's goals in the hospitality sector? (Select all that apply)

- Problem-solving skills
- Critical thinking
- Decision-making
- Adaptability and flexibility
- Attention to detail
- Time management
- Other (please specify)

B) Please explain what specific skills need to be developed within these categories and why they are important for the hospitality sector:

9. What strategies or resources do you currently use to develop these cognitive skills in your training programs? (Select all that apply)

- Case studies and real-world scenarios
- Interactive and group-based activities
- Mentorship and coaching
- Self-paced learning modules
- Continuous assessments and feedback
- None until today, because… (Please provide your own aspects): ….
- Other (please specify): ….

10. What additional support or resources do you need to enhance the development of cognitive skills among refugee women in your training programs? (Select all that apply)

- Access to more training materials and resources
- Workshops and seminars on cognitive skill development
- Time for integrating cognitive skills training into the curriculum
- I do not need additional support
- Other (please specify): …

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PART 4 - Current Methods/Practices and Development Needs

11. What specific strategies do you currently employ that enhance interpersonal, cultural, mental wellbeing, emotional, cognitive, pre-vocational, and digital skills in your training programs? (Select all that apply)

- Providing extra language support
- Incorporating cultural activities and discussions
- Offering individualized attention and support
- Promoting peer support and collaboration
- Adjusting teaching methods to accommodate different learning styles
- Utilizing digital tools and resources
- Incorporating hands-on vocational training
- Implementing mentorship programs
- Encouraging self-paced learning
- Offering flexible scheduling to accommodate individual needs
- None until today, because… (Please provide your own aspects): ….
- Other (please specify): ….

12. A) Which of the following skills do you believe require the most development among refugee women in the hospitality sector? (Select all that apply)

- Interpersonal skills
- Cultural awareness
- Mental wellbeing
- Emotional intelligence
- Cognitive skills
- Pre-vocational skills
- Vocational skills (e.g., housekeeping, kitchen assistance, front desk operations)
- Digital skills
- Other (please specify)

B) Please explain or provide examples what specific skills need to be developed within these categories according your experiences and why they are important for the hospitality sector:

13. How effective do you find your current training methods in preparing refugee women for roles in hospitality?

- Very effective
- Effective
- Neutral
- Ineffective
- Very ineffective

If you answered neutral, ineffective, or very ineffective, what do you need to be more prepared to provide developed training for refugee women for roles in hospitality?

- Additional training for trainers
- Access to updated and relevant training materials
- More time to dedicate to individual training needs

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- Support from cultural liaison officers
- Collaboration with mental health professionals
- Development of customized curriculum
- Enhanced language support tools
- Increased funding for training resources
- Other (please specify):

Thank you for your participation!

We greatly appreciate your time and effort in completing this survey. Your insights are invaluable and will significantly contribute to the success of the EmpowerHer project.

By understanding the needs and experiences of vocational-educational trainers like you, we can develop targeted training programs that effectively empower refugee women in the hospitality sector. Your feedback will help us create a better future for these women, enabling them to achieve professional success and integration.

If you have any additional comments or suggestions, please feel free to share them with us.

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