



The Development of Multi-lingual E-learning Modules for Youth Hostel Manager, Staff and Volunteers

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Abstract

In 2002, the European Federation of Youth Hostel Associations www.eufed.org was successful in obtaining funding from the European Union Leonardo da Vinci Programme for vocational training for the development of two e-learning modules for Youth Hostel managers, staff and volunteers across Europe and beyond. There are about 1800 Youth Hostels across Europe, which, together, welcome many hundreds of thousands of guests from all over the world each year, and provide welcoming, safe, affordable accommodation for them in their travels.

The first of the two e-modules is entitled: 'Welcome: Introduction to work in a Youth Hostel'. It is available in CD format. It covers the history of the youth hostelling movement, and every aspect of work in a Youth Hostel (welcome/reception, catering, health and safety, maintenance, etc.). The e-module was developed in English and then programmed in French, German and Spanish.

The second module, which can be accessed via the internet: www.eufed.org/Module/index.html addresses environmental good practice in Youth Hostels across Europe and beyond. It is designed to be easy to use and interactive. It is available in English, French, German and Spanish.

The EU funded project to develop the e-learning modules was praised by the European Commission for the quality of the project outcomes (the modules themselves, plus their pedagogical value). The modules have helped many hundreds of Youth Hostel managers, staff and volunteers in their day-to-day work.

The availability of the modules in 4 languages has helped employees and volunteers to learn the words and phrases that are most commonly used in the day-to-day work of Youth Hostels (including the welcoming of guests from all over Europe and the world) and in the vital work of ensuring the environmental sustainability of youth hostelling.

Ms Susan Cassell now works as the International Officer at the National Trust of England, Wales and Northern Ireland www.nationaltrust.org.uk and is beginning to introduce ICT for language learning among her predominately mono-lingual colleagues, with the aim of enabling them to communicate with confidence with their counterparts in other European countries.