

Introduction

This is one of two closely related professional profiles: (1) accessibility manager and (2) accessibility coordinator.

Their basic skills are the same. The main distinction between the two functions reside in the context within which the two specialists operate. The accessibility manager must, in fact, have an additional skill: be flexible and be able to transfer his knowledge and competences to different environments. This applies to his/her material skills (i.e. related to the venue) and to his/her interpersonal skills. This explains the rather limited number of differences between the two skill cards.

IO2 Skills Card -1 Accessibility Coordinator

This skills card is designed for those who work at a venue and take care of all accessibility needs for successful integration of all people to access culture.

Accessibility Coordinator (Venue based)			
English			
SKILL UNIT (U)			
ACT.U1	UNDERSTANDING ACCESSIBILITY		
	Learning Element (E)		
	ACT.U1.E1	What is Accessibility?	
		Performance Criteria (PC)	
		ACT.U1.E1.PC1	S/he understands the basic concepts of inclusion and accessibility.
		ACT.U1.E1.PC2	S/he understands the requirements for an accessible event.
	ACT.U1.E2	What is an Accessible Event?	
		ACT.U1.E2.PC1	S/he understands the basic types and degrees of disability.
		ACT.U1.E2.PC2	S/he understands the basic concepts of accessibility and its different forms.
		ACT.U1.E2.PC3	S/he understands that there are national and international legislation and other requirements.
		ACT.U1.E2.PC4	S/he demonstrates critical understanding of the concept of accessibility for everyone.
ACT.U2	VENUE ACCESSIBILITY		
	ACT.U2.E1	Venue Accessibility (indoor and outdoor)	
		ACT.U2.E1.PC1	S/he knows the requirements for accessible public transport and parking.
		ACT.U2.E1.PC2	S/he knows the accessibility requirements for toilets, stage and seating.
		ACT.U2.E1.PC3	S/he knows the accessibility requirements for rain/wind/sun shelters.
		ACT.U2.E1.PC4	S/he knows the accessibility requirements for signs/maps/information.
		ACT.U2.E1.PC5	S/he knows the accessibility requirements for service animals.

		ACT.U2.E1.PC6	S/he understands the architectural risks of the venue.
		ACT.U2.E1.PC7	S/he knows the accessibility requirements for lighting, furniture and space.
		ACT.U2.E1.PC8	S/he knows the current accessibility conditions of the venue where s/he works and the areas requiring improvement.
ACT.U3	ACCESSIBILITY SERVICES 1		
	ACT.U3.E1	Audio Description (AD)	
		ACT.U3.E1.PC1	S/he knows what audio description is, types of AD, and the applicable scenarios.
		ACT.U3.E1.PC2	S/he knows the competences and skills of audio description providers.
	ACT.U3.E2	Subtitling for the Deaf and the Hard-of-hearing (SDH)	
		ACT.U3.E2.PC1	S/he knows what SDH is and the applicable scenarios of SDH.
		ACT.U3.E2.PC2	S/he knows the competences and skills of SDH providers.
	ACT.U3.E3	Sign Language Interpreting	
		ACT.U3.E3.PC1	S/he knows what sign language interpreting is and its applicable scenarios.
		ACT.U3.E3.PC2	S/he understands the competences and skills of sign language interpreting providers.
	ACT.U3.E4	Surtitling	
		ACT.U3.E4.PC1	S/he knows what surtitling is and its applicable scenarios.
		ACT.U3.E4.PC2	S/he understands the competences and skills of surtitles providers.
	ACT.U3.E5	Audio Subtitling	
		ACT.U3.E5.PC1	S/he knows what audio subtitling is and its applicable scenarios.
		ACT.U3.E5.PC2	S/he understands the competences and skills of audio subtitling providers.
	ACT.U3.E6	Audio Introduction	
		ACT.U3.E6.PC1	S/he knows what audio introduction is and its applicable scenarios.
		ACT.U3.E6.PC2	S/he understands the competences and skills of audio introduction providers.
	ACT.U3.E7	Interlingual Translation	
		ACT.U3.E7.PC1	S/he knows what interlingual translation is and its applicable scenarios.
		ACT.U3.E7.PC2	S/he understands the competences and skills of interlingual translation providers.
	ACT.U3.E8	Vibrating Chairs	
		ACT.U3.E8.PC1	S/he knows what a vibrating chair is and its applicable scenarios.
		ACT.U3.E8.PC2	S/he knows the available products on the market.
ACT.U4	ACCESSIBILITY SERVICES 2		
	ACT.U4.E1	Braille	
		ACT.U3.E1.PC1	S/he knows what braille is and its applicable scenarios.
		ACT.U3.E1.PC2	S/he understands the competences and skills of braille providers.
	ACT.U4.E2	Touch Tour	
		ACT.U4.E2.PC1	S/he knows what a touch tour is and its applicable scenarios.
		ACT.U4.E2.PC2	S/he understands the competences and skills of a touch tour guide.
	ACT.U4.E3	Hearing (Induction) Loop	
		ACT.U4.E3.PC1	S/he knows what a hearing loop is and its applicable scenarios.

	ACT.U4.E3.PC2	S/he knows the available products on the market.
ACT.U4.E4	Accessible Materials	
	ACT.U4.E4.PC1	S/he knows how to prepare large print /easy-to-read accessible materials.
	ACT.U4.E4.PC2	S/he knows how to prepare accessible materials in different languages.
ACT.U4.E5	Web Accessibility	
	ACT.U4.E5.PC1	S/he knows what web accessibility is and its applicable scenarios.
	ACT.U4.E5.PC1	S/he knows how to make websites accessible.
ACT.U4.E6	Assistant/Companion	
	ACT.U4.E6.PC1	S/he knows what an assistant/companion from the venue does.
	ACT.U4.E6.PC2	S/he knows how to coordinate with assistants/companions.
ACT.U4.E7	Maximize the Functions of Different Accessibility Services	
	ACT.U4.E7.PC1	S/he knows how different accessibility services can be combined to maximize user experience.
	ACT.U4.E7.PC2	S/he knows the current accessibility services and devices at the venue where s/he works.
	ACT.U4.E7.PC3	S/he knows how to choose accessibility products and service providers based on the current situation of the venue.
ACT.U5	ACCESSIBILITY MANAGEMENT FOR LIVE EVENTS	
ACT.U5.E1	Pre-event Planning	
	ACT.U5.E1.PC1	S/he is familiar with existing devices, technologies and software that provide accessibility solutions.
	ACT.U5.E1.PC2	S/he is able to identify target audiences with accessibility needs.
	ACT.U5.E1.PC3	S/he knows how to plan and organize accessibility services based on potential demand.
	ACT.U5.E1.PC4	S/he is able to calculate the costs for accessibility services needed.
	ACT.U5.E1.PC5	S/he is able to ensure that accessibility services are ready before the events.
ACT.U5.E2	Coordination during Events	
	ACT.U5.E2.PC1	S/he is able to coordinate accessibility service providers during the event.
	ACT.U5.E2.PC2	S/he is able to handle common potential accidents and unexpected situations during the event.
ACT.U5.E3	Post-event Management	
	ACT.U5.E3.PC1	S/he knows how to coordinate the return of equipment and handle payment.
	ACT.U5.E3.PC2	S/he knows how to analyse and summarize feedback for improvement.
	ACT.U5.E2.PC3	S/he is able to facilitate training for staff relating to audience diversity, e.g. autism and dementia awareness
ACT.U5.E4	Other Managerial Skills	
	ACT.U5.E4.PC1	S/he is familiar with the factors that promote good team communication and can implement them.
	ACT.U5.E4.PC2	S/he knows how to work with heterogeneous teams.
	ACT.U5.E4.PC3	S/he is familiar with the factors that may lead to conflict and measures resolve conflict situations.
	ACT.U5.E4.PC4	S/he knows how to motivate and train a team with accessibility issues in minds.
ACT.U6	PROMOTING ACCESSIBILITY	
ACT.U6.E1	How to present the needs and benefits for accessibility	
	ACT.U6.E1.PC1	S/he is able to argue the importance of accessibility.

	ACT.U6.E1.PC2	S/he knows how to develop and implement an accessibility policy within the venue s/he works.
	ACT.U6.E1.PC3	S/he is aware of the costs implication of accessibility solutions.
ACT.U6.E2	How to involve relevant stakeholders	
	ACT.U6.E2.PC1	S/he knows how to identify relevant stakeholders.
	ACT.U6.E2.PC2	S/he knows how to involve relevant stakeholders.
ACT.U6.E3	How to collaborate with relevant organisational units	
	ACT.U6.E3.PC1	S/he knows the importance of collaborating with relevant departments and other units internally and externally.
	ACT.U6.E3.PC2	S/he knows how to get relevant departments and other units to collaborate.
ACT.U6.E4	How to promote an accessible event	
	ACT.U6.E4.PC1	S/he is familiar with the means and channels of communication used by accessibility service users.
	ACT.U6.E4.PC2	S/he knows how to promote the event through traditional media.
	ACT.U6.E4.PC3	S/he knows how to promote the event through online and social media in an accessible way.