JobReady

Learning at work as a pathway into tourism

MSS • Erasmus+ partnership project

Work, Learn, Evolve
Conference on Workplace Learning

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Why JobReady?

What employers need and access to learning

- Tourism needs people with practical skills for different jobs.
- Some jobseekers find it difficult to enter education and find work.
- JobReady connected short, flexible courses with real work.
- The aim was to make the path from learning to work shorter.



A European project

Partners

- Iceland
- Austria
- Bulgaria
- Cyprus
- Spain

Pilot courses

- Iceland
- Austria
- Cyprus

MSS

MSS managed the project and helped develop learning materials and assessment tools.

Goals of the programme

- Create a practical and flexible programme for tourism and hospitality.
- Combine classroom learning and training at work.
- Build work skills, social skills and personal skills.
- Build participants' confidence and improve their chances of finding work.
- Build stronger cooperation between schools, support services and businesses.



JobReady in Iceland

30 participants, taught in English

- MSS and the Directorate of Labour worked together.
- The participants were jobseekers from different backgrounds.
- Unions and tourism businesses took part in the project.
- Hotels, restaurants, car rental companies, museums and other workplaces took part.

30

participants

Classroom learning and training at work

How the programme worked

March to 5 June 2025

1

Classroom learning

Three times a week, 3–6 hours

2

Training at work

Training at work on the other days

3

Links with employers

Site visits, presentations and cooperation with businesses

What did participants learn?

Seven topics in tourism and hospitality

1. Tourism and hospitality
2. Safety at work
3. Cleaning and housekeeping
4. Reception and information systems
5. Food and beverage service
6. Communication at work
7. Numbers in tourism
   Practical maths

Training at work

Learning through real work

- Participants used what they learned in real workplaces.
- They practised work-related language, communication and daily tasks.
- Workplace mentors and businesses supported the participants.
- Training at work built confidence and helped participants meet possible employers.



The role of the businesses

- Welcomed participants and introduced the workplace.
- Showed daily tasks and explained what employers expect.
- Helped participants use what they learned at work.
- Met possible future employees.
- Built stronger links between businesses and education providers.



Local knowledge is an important part of the course

Site visits with the group





Getting to know the area first-hand

More photos from site visits





Results in Iceland

Around 50%

had found a job during or by the end of the course

- Better work skills
- Increased confidence
- Real work experience
- Stronger links with employers



What did we learn?

- Flexibility helps us meet different needs.
- Training at work needs a clear plan and active support from businesses.
- Classroom learning works better when participants use it at work right away.
- Mentors need practical tools to support different participants.
- The schedule needs to fit the busy and quiet seasons in tourism.



Benefits and what comes next

- We created a complete and flexible set of learning materials.
- The learning materials, assessment tools and guides are free to use.
- Businesses can use the course topics to train new staff.
- The same approach can be used in other types of work.
- Funding is needed to offer the programme again.

Work

Learn

Evolve

Thank you

JobReady: Learning at work as a pathway into tourism

Center for Continuing Education in Suðurnes • MSS