



ECVET Profile

Tourism Resilience Education in Digital Security



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TABLE OF CONTENTS

INTRODUCTION & OBJECTIVES	2
TARGET GROUPS	4
INTRODUCTION TO ECVET	6
3.1 ECVET Principles	6
3.2 ECVET Points	7
COURSE STRUCTURE.....	9
KNOWLEDGE, SKILLS AND COMPETENCES	10
Unit 1	10
Unit 2	12
CONCLUSIONS	15

INTRODUCTION & OBJECTIVES

In the digital era, the tourism sector increasingly relies on technology to enhance communication channels and service distribution. However, this growing dependence on digital systems also exposes businesses to escalating cybersecurity risks. Research indicates that tourism firms, particularly SMEs, with limited staff awareness and inadequate ICT training experience a higher incidence of security breaches. This highlights the urgent need for improved digital literacy and cybersecurity education to safeguard customer data, maintain consumer trust, and ensure the sustainability of online services.

The project aims to address several interrelated needs within the European tourism industry. First, it focuses on strengthening cybersecurity awareness and resilience to reduce the risk of cyberattacks and data breaches. It also promotes critical information literacy among travel professionals, helping them to identify credible information sources and avoid the spread of misinformation. Moreover, the initiative emphasizes the importance of contingency and risk mitigation strategies to better prepare businesses for potential cyber incidents.

In addition, the project recognises the growing impact of disinformation on travel behaviour and business reputation, and therefore includes targeted media literacy training. Addressing the persistent skills gap, particularly among micro and small enterprises, it seeks to empower tourism professionals with the competencies required to adapt effectively to the digital and green transitions. Finally, the project underscores the ethical handling of customer data, ensuring that professionals are trained to manage information securely and responsibly. Overall, these measures contribute to a more digitally resilient, informed, and trustworthy tourism ecosystem across Europe.

TREADS training will be based on good practices which are applied in VET centres excelling in Europe and beyond. **The ECVET profile will reflect the sought agility and adaptability.** The training plan will enable the design of the training course for workplace or vocational training, for various user-types, enabling free choice of lessons.

ECVET Profile

TREADS contributes in the European Commission's effort in recent years through the Digital Decade policy programme, Pact for Skills - flagship action of EU's skills agenda, Transition Pathway for Tourism, along with the necessity for travel industry to be more sustainable while deploying digital tools for coping with market demands. Furthermore, the skills gained through the TREADS training will be transferable to all EU countries due to the implementation of the ECVET Framework. The project methodology provides the opportunity to transfer knowledge from one country to the other. So, results will work on local, national and European level. **The goal is to offer an ECVET profile and a training plan that will help the VET domain rebrand and contribute towards a digital ready and resilient in risks tourism workforce, hence contributing to the booming use of digital technologies and laying the foundations for the tourism sector to become a front runner in the digital era.**



2

TARGET GROUPS

The target groups for this program were broadly subdivided in two categories as shown below:

Direct Target Groups

- VET Educators and Trainers
- VET Students

Indirect Target Groups

- Tourism/Hospitality Sector Representatives

VET EDUCATORS

An educator when dealing with digital safety issues needs to:

- have basic knowledge of them in order to be able to transfer it to the vet students or key stakeholders
- adapt their training courses for professionals in tourism
- build C-VET courses for working professionals to adapt, survive, and enhance employability in digitized tourism.

VET STUDENTS

need to familiarise themselves with:

- glossary associated with digital transformation and risks in tourism disinformation

TOURISM HOSPITALITY SECTOR REPRESENTATIVES

will be able to:

ECVET Profile

- mitigate disinformation risks through their digital competencies gained from TREADS
- add in the wider discussions about AI usage in society, which is a critical issue facing society today
- foster a positive impact on both professionals and travelers alike.



ECVET stands for European Credit System for Vocational Education and Training.

It is a European Union framework designed to make it easier to transfer, recognize, and accumulate learning outcomes in vocational education and training (VET) across different countries, institutions, and learning contexts.

ECVET is used to:

- Support mobility of students and workers within Europe
- Recognize learning outcomes achieved abroad or in different institutions
- Transfer credits between VET programs
- Promote lifelong learning

Within ECVET qualifications are broken down into units of learning outcomes. Each unit is described in terms of:

- ✓ Knowledge
- ✓ Skills
- ✓ Competence

3.1 ECVET Principles

The **principles** of the European Credit system for Vocational Education and Training are the foundations that enable mobility, recognition and accumulation of learning in vocational education and training within Europe.

Its principles applied specifically to vocational training value the:

1. **Learning outcomes** - what the student can do at the end, not how many hours they have spent in class.
2. **Learning units** (or modules) - which can be recognised independently.

3. **ECVET credits (credit value)** - which indicates its importance within the complete qualification. This makes it easier to compare studies between European centres or countries.
4. **Assessment** - Students must demonstrate their competences through practical tests, projects or real-life assessments, not just theoretical exams.
5. **Validation** – the centre **officially validates** these learning outcomes if the student passes the assessment.
6. **Recognition** - Validated results can be **recognised** at another vocational training centre or even in another European country.
7. **Accumulation** - Students can add up the units they have passed until they complete their vocational training qualification, even if they change centre or country.
8. **Transfer** - Skills acquired through work experience, Erasmus+ or training abroad can be transferred to the training cycle.
9. **Mobility and trust** - Vocational training centres trust each other through agreements, which allows them to recognise studies completed elsewhere.
10. **Quality and transparency** - The assessment and recognition criteria must be clear, fair and documented.

3.2 ECVET Points

ECVET points are assigned to units to show their relative weight within a qualification.

- Qualification descriptions are independent of the education and training programme that prepares these qualifications.
- Credit points are assigned to qualifications and not to education and training programmes.
- A formal learning programme is chosen as a reference point to determine the number of ECVET points awarded to a qualification.

- The duration of the selected reference programme together with the ECVET Convention on ECVET points will provide the number of ECVET points awarded to the qualification.

For the award and transfer of ECVET points, the following principles apply:

1. **Competent Authorities** - ECVET points are awarded by the competent authority responsible for the design of qualifications, or by a body officially authorised within a national or sectoral qualification system.
2. **Award Based on Learning Outcomes** - ECVET points are awarded following the successful achievement of learning outcomes defined for a qualification or a unit. The allocation of points is independent of the learning process or duration, and is based solely on what the learner has achieved.
3. **Transfer and Recognition** - The transfer of ECVET points is based on the recognition of learning outcomes and their relative weight within a qualification or qualification system. Recognition is carried out by the competent authorities in accordance with agreed procedures and quality assurance arrangements.

Typically, 60 ECVET points represent the learning outcomes expected from one year of full-time VET.

The complexity, scope and volume of the two units' learning outcomes developed in TREADS are based on assessing the complexity, scope and volume of the knowledge, skills and competences, in comparison with those of the qualification explained in detail in the following, fourth chapter - **Course Structure**.

4

COURSE STRUCTURE

The course will be made up of the following two training units of the project two key areas:

- **Training Unit 1: Resilience in tourism**
- **Training Unit 2: Digital security in tourism**

The structure of the course is such that an individual can join having little, if any, background in the field resilience, digital security, and other related areas in tourism. However, the TREADS project partners recognize that the level of knowledge of the learning participants may differ but it would be assessed by the course providers and the learners will be advised accordingly.

The key areas to be addressed are:

**Key Area 1:
Resilience
in Tourism**

This module provides a holistic framework combining knowledge, competences and practical skills, to prepare learners and professionals in Tourism to anticipate, adapt and thrive amid crisis.

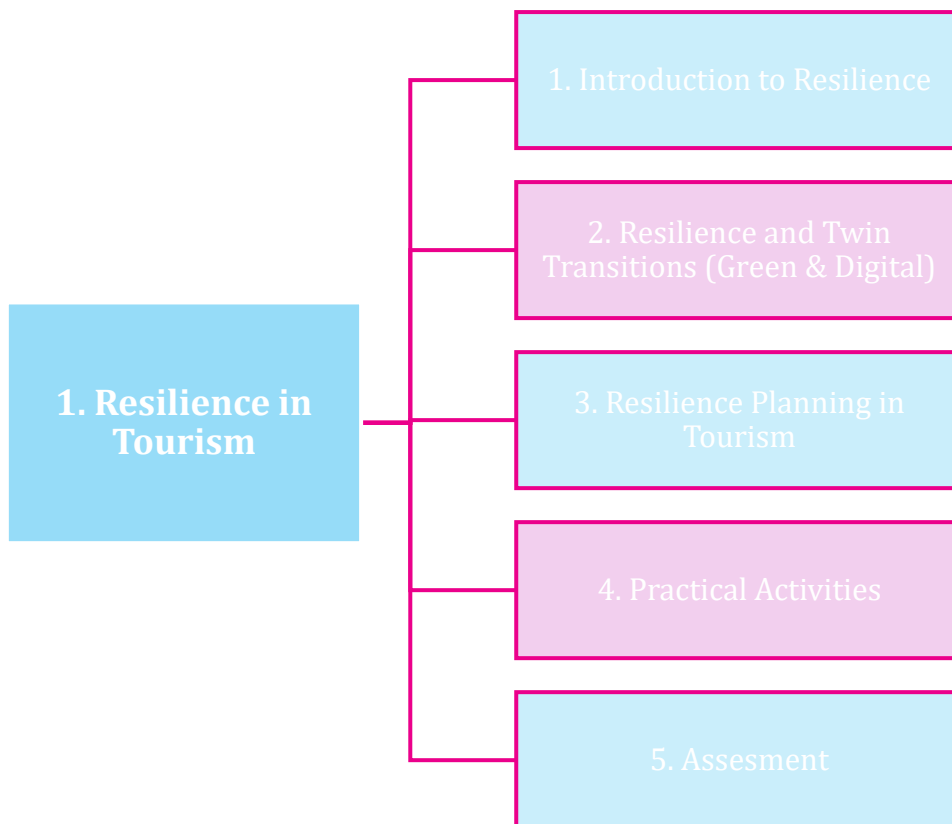
It bridges sustainability, digital innovation and European policy alignment - fostering a new generation of resilient, smart and sustainable tourism leaders.

**Key Area 2:
Digital Security
in Tourism**

The Cybersecurity in Tourism component of TREADS Project equips participants with the technical knowledge, applied skills, and strategic mindset needed to protect digital tourism ecosystems.

By combining cyber defense techniques, emerging technologies, and ethical, customer-focused approaches, the module ensures that future tourism professionals can anticipate, prevent, and respond to digital threats strengthening trust, safety, and resilience in a highly connected global industry.

Unit 1



The *Resilience Training Program* invites participants to explore how adaptability, innovation, and collaboration can transform the tourism sector into one that thrives even in the face of uncertainty. In today's fast-changing world, resilience has become more than just a skill it's a mindset.

Throughout this program, participants will discover the knowledge, skills, and competences needed to build stronger, more sustainable tourism organizations and destinations. They will learn to read the signs of change, anticipate risks, and turn challenges — from climate events to digital disruptions — into opportunities for growth and renewal.

The journey blends European values and global perspectives, connecting the Green Deal, the Digital Transition, and the Sustainable Development Goals (SDGs) with real-world tourism practices. Through case studies, simulations, and teamwork, learners will strengthen their ability to plan, act, and lead with confidence in times of crisis.

By the end of the training, participants will not only understand what resilience means — they will be ready to live it: thinking critically, communicating clearly, and collaborating creatively to build a smarter, more sustainable future for tourism.

Below are the Knowledge, Skills and Competences that students or trainees will be equipped with by the end of the training of the two main units: Resilience in Tourism and Digital Security in Tourism.

KNOWLEDGE

Core principles and frameworks of organizational and community resilience in tourism.
European policy frameworks (Green Deal, Digital Transition, SDGs).
Circular economy models for sustainable and smart destinations.
Real-world crisis management cases in health, climate, and digital contexts.
Business continuity and crisis management methodologies.

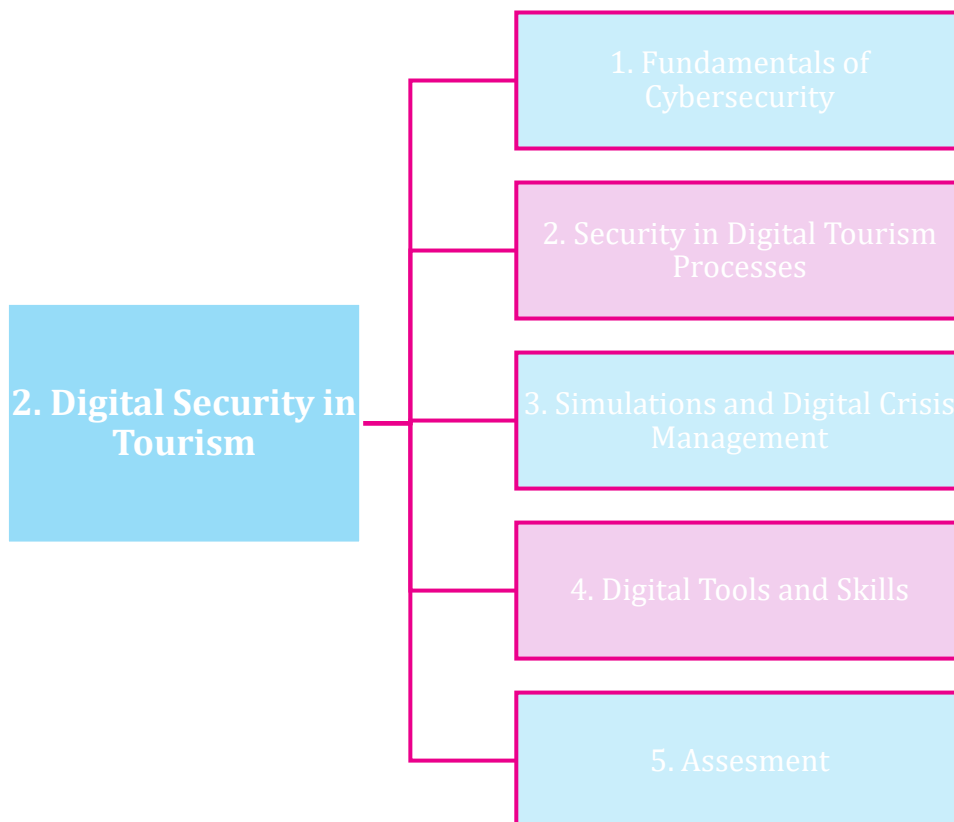
SKILLS

Case analysis and benchmarking of resilience best practices.
Drafting and defending resilience strategies before expert evaluators.
Using digital collaboration tools (Moodle, Teams) for project development.
Participating in crisis simulations to strengthen leadership and assertive communication.
Evaluating and improving resilience systems according to EQAVET (European Quality Assurance in Vocational Education and Training) standards.

COMPETENCIES

Design integrated resilience plans for tourism companies and destinations.
Analyze risks and vulnerabilities using technical and sustainable criteria.
Integrate resilience into business strategy in line with European policies.
Communicate clearly and effectively with different stakeholders in crisis situations.
Collaborate in multidisciplinary and international teams to generate resilient solutions

Unit 2





KNOWLEDGE

Fundamental concepts of cybersecurity and Zero Trust Security.
Main digital threats in tourism: phishing, ransomware, booking fraud.
Applied technologies: Blockchain, predictive AI, digital footprint indicators.
Data security and customer protection regulations and protocols.
Incident response processes and digital crisis communication.



SKILLS

Detect simulated phishing attacks and act accordingly.
Configure and apply recovery protocols in the event of ransomware or data leaks.
Perform web security and digital accessibility audits.
Create prototypes of secure and inclusive digital experiences (e.g., with Figma/Canva).
Defend cybersecurity projects with technical and business arguments.

COMPETENCIES

Implement digital security measures in reservations, payments, and critical processes.
Identify, analyze, and respond to simulated cyberattacks in tourism environments.
Design a comprehensive cybersecurity plan tailored to hotels, agencies, or operators.
Apply cybersecurity as an added value in the customer experience (digital trust).
Integrate accessibility, ethics, and sustainability criteria into digital services.

The ECVET Profile Training – CDEA document, part of the **TREADS Project** on Security and Digital Transformation of the Tourism Sector, provides a comprehensive framework aimed at enhancing the digital resilience and cybersecurity competence of professionals in the European tourism industry. Through its two main training units—**Resilience in Tourism** and **Digital Security in Tourism**—the program systematically equips learners with the knowledge, skills, and competences needed to confront emerging digital risks and sustainability challenges.

The initiative emphasizes a holistic approach: combining technical cybersecurity training with broader strategic capacities such as resilience planning, ethical data handling, and sustainable digital transformation. It directly supports European priorities under the **Digital Decade**, the **EU Green Deal**, and the **Pact for Skills**, promoting an adaptable and future-ready workforce. By implementing the **ECVET** framework, the training ensures cross-border recognition of qualifications and facilitates knowledge transfer among EU countries.

Ultimately, the program strengthens both individual and organizational capacities within the tourism sector. It enables professionals, educators, and students to anticipate and manage crises, safeguard digital assets, and integrate sustainable practices into everyday operations. In doing so, the TREADS project not only fosters safer digital environments but also contributes to a smarter, more resilient, and competitive European tourism ecosystem—aligned with the principles of innovation, trust, and sustainability.



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