

## PERSONAL INFORMATION



## Emiliano Deferrari



Sex | Date of birth | Nationality

## WORK EXPERIENCE

January 2019 onwards

## Independent consultant

Enterprise Number 0719247377, Brussels, Belgium

As expert in accessible tourism development and inclusion in tourism destinations, I do consultancies for SMEs, EU funded projects proposals development, project management, inclusion advocacy.

As expert in e-learning and inclusive innovation in training, I develop training paths for vocational training and higher studies institutions, I am an experienced lecturer and public speaker on accessible tourism and social inclusion.

Business or sector Social inclusion, accessible tourism

July 2022 onwards

May 2015 onwards

## Executive Board, Treasurer of European Network for Accessible Tourism

## Secondar to the President of European Network for Accessible Tourism

ENAT, European Network for Accessible Tourism, Brussels, Belgium

I've been appointed as secondar to the president to represent ENAT in various working groups, conferences and events with tourism professionals, businesses, policymakers, teachers, students and NGOs who seek to make European tourism and travel accessible and inclusive for all tourists.

I follow the works of OTIE, the Observatory of Tourism in Islands Economies, and the TOURISM MANIFESTO for Growth and Jobs, which is lobbying at the European Institutions for the inclusion of Tourism and Sustainable Tourism in the EU strategies, policies, and funds.

Since July 2022 I have been elected in the executive board of ENAT as treasurer.

I am currently appointed as researcher and manager in the following projects:

- ERASMUS + Alliance for Innovation "INCLAVI – Inclusive Aviation" (2022-2025) for the development and certification of accessibility training curricula for the aviation sector.
- HORIZON EUROPE project "Senior Eco-Nect" (2022-2024) to support the emergence and the development of European ecosystems dedicated to silver and ageing economy as well as ensuring the inclusivity and interconnectivity between all the key innovation stakeholders.
- COSME project "CULTOURDATA" (2022-2024), engaging past, present and candidate European Capitals of Culture on the use of data to develop their tourism offer and measure the impact of their actions towards accessibility, sustainability and resilience towards tourism SMEs, Culture and Creative Industries and communities.
- ERASMUS + Strategic Partnership DIVETOUR (2021-2023), development of a MOOC on the resilience of accessible tourism, development of a game based training course, development of a tourism chatbot as an access guide for tourism suppliers and as training tool for VET learners and teachers.
- H2020 project "IMPACTOUR" (2020-2023), designing methods to assess sustainability and accessibility indicators in Cultural Tourism
- ERASMUS + Sector Skills Alliance "IN-TOUR" (2020-2023), developing and testing two new European curricula of Inclusive Tourism Manager and Inclusive Tourism Frontline Staff.

Previously I have been appointed as researcher on different Erasmus + strategic partnerships like "Games without Barriers" (2020-2022), developing web-based gaming for tourism students and trainers, "NEWSCAT" (2016-2019) and "TAD" (2016-2019) developing online and offline training material, and I have worked as expert on an EuropeAid project for the development of "Tourism for All in Lebanon", doing site visits and writing a handbook for SMEs and decision makers (2017-2018).

Business or sector No-profit

March 2016  
December 2018

## European projects' manager, international relations Tandem, Integrated Social Cooperative, Rome, Italy – detached in Belgium

I worked as project manager, developer and public relations manager for TANDEM, one of the cooperatives of the COIN group, to manage EU financed projects: APP TOUR YOU (ERASMUS + Strategic partnerships for VET; 2015-2017); ELEVATOR (ERASMUS + Strategic Partnerships for VET; 2015-2018); CAREVET (ERASMUS + Strategic Partnerships for VET; 2016-2018); ATTIMO (COSME programme – accessible tourism; 2016-2017); A.L.L (COSME programme – accessible tourism; 2016-2017).

In particular for project APP TOUR YOU I developed with the partnership the first Massive Open Online Course on Accessible Tourism, with great success and high participation from all over the world. The project was awarded as one of the best practices in ERASMUS +.

My tasks were:

- Project Management.
- Project development - developing and drafting project proposals, (in the last months we submitted proposals for calls under HEALTH, COSME and ERASMUS +).
- Relations and cooperation with international partners - including international institutions, like EU Commission DGs, MEPs, Universities, NGOs, Ministries, local authorities.
- Experts boards- participating in advisory and experts boards at national and international level, like the ENSA working groups on youth and children and on accessibility, and the working group on European affairs of the Committee on Accessible Tourism of the Ministry of Cultural Heritage and Activities and Tourism of Italy.
- Researches - conducting researches in the field of accessibility, ageing, long term care, home care, domestic violence.
- Training – training people of all ages, from different backgrounds and needs.
- Social Media Manager, Websites Content Manager – managing the communication of [www.apptouryou.eu](http://www.apptouryou.eu) and the related social media pages and groups (facebook and twitter).
- Organization of meetings - organising international meetings and conferences and participating as speaker.
- Media relations - representing my organization in the media (national TV and radio interviews).
- Dissemination strategies - developing dissemination plans to spread the outcomes of our projects.
- Translations - translating project documentation and publishing in English and Italian.

[Business or sector](#) No-profit

November 2014 – February 2016

## Project manager, project developer, lobbying, networking

### Consorzio Sociale CO.IN, Rome, Italy – detached in Belgium

Since November 2014 I moved to Brussels to broaden the international relations of the consortium, to strengthen contacts with the international networks in which the group is involved and to develop new partnerships. CO.IN is a consortium of social cooperatives whose mission is to insert people with disabilities in the open labour market and to support the value of accessibility for people with disabilities in all aspects of their life. Tasks are the same as in my current job for TANDEM Social Cooperative.

[Business or sector](#) No-profit, Social Cooperatives

Nov. 2004 – Oct. 2014

## Project officer, project developer

### Tandem, Integrated Social Cooperative, Rome, Italy

I have worked with the European Projects Team to the development and management of EU projects in the following fields of action:

#### Social and health care

- CASA Project (DG Justice, Freedom and Security, then Home Affairs, 2009/2010) which aim was developing and testing in three European countries a web and physical agency to meet offer of informal care by migrants and its demand by older people or people with disabilities. AGE PLATFORM invited to the last conference in Brussels.
- Home Sweet Home (CIP, PSP, 2011/2014) which tested a tele-care system and gathered health data from patients coming from 4 pilot sites throughout Europe to be analysed and presented to the Commission to validate its efficiency. AGE PLATFORM in the partnership.

#### Domestic violence

- Putting Victims First (DG Justice, Freedom and Security, 2011/2013). I developed a methodology to conduct a research on the awareness of domestic violence on women and children in the Baltic countries.

#### Accessibility

- Accessible tourism and training (EU.FOR.ME, Leonardo da Vinci, Socrates, Youth Joint Actions -

2004/2006; DIADA, Leonardo da Vinci, 2005/2007; CETA, DG Enterprise and Industry Tourism Unit, 2009/2010; ITTI, Leonardo da Vinci TOI, 2010/2012).

- Design for all (BUILD FOR ALL, DG Employment and Social Affairs Pilot Project, 2004/2006; POLIS, 6th framework programme, 2004/2006).
- Access to work (Sudmobil, Leonardo da Vinci - 2003/2005; Check and Go, Leonardo da Vinci Pilot Project, 2006/2008).
- Access of cultural heritage (Project A.D. ARTE, financed by the Italian Ministry of Cultural Heritage). Specifically, I have cooperated with the Italian institutions to support an ongoing survey campaign of 800 cultural sites (libraries, museums, galleries, archaeological sites) to gather information on accessibility and to put the information in the general national database of cultural sites, to be available online).

#### Seniors and volunteering

- Senior Guides (LLP Grundtvig, 2010/2012). I have trained seniors from different European countries on how to self organize and develop volunteer services, also teaching them how to use efficiently the new media tools and the social media.

#### Training professionals

- I have been tutor and trainer of professionals on social entrepreneurship in different mobility projects (Leonardo da Vinci Learn from the best, 2010, Enhancing Knowledge, 2013 and Enhancing Knowledge 2, 2014).

I participated as expert to the working groups to develop the Action Plan on Disability of Italian Cooperation, published by the Italian Ministry of Foreign Affairs, DG Cooperation and Development in 2013.

I contributed to the international channel of Superabile ([www.superabile.it](http://www.superabile.it), the contact centre and web portal on disabilities funded by INAIL (the Italian workers' compensation authority), raising the international competences of the staff involved.

**Business or sector** No profit, Social Cooperatives

Sept. 2001 – Oct. 2004

#### Researcher and expert in tourism accessibility

##### La Cruna, Integrated Social Cooperative, Genoa – Italy

- Social and legal counselling for customers, business operators, local institutions, survey on architectural barriers in the territory of Genoa for the city's PEBA (Plan for the Elimination of Architectural Barriers), contacts with partners, national and international institutions
- participation to international seminars as speaker.

**Business or sector** No profit, Social Cooperatives

#### MEMBERSHIPS

January 2015 onward	<b>ENAT, European Network for Accessible Tourism (BE)</b> Full member, executive board, seconder to the President
January 2019 onward	<b>ICOM, International Council of Museums</b> Full member, member of the Italian work group on accessible museums
September 2020 onward	<b>CCQH Ixelles (BE)</b> Full member of the consultative council on inclusion of the Municipality of Ixelles
January 2016 onward	<b>PRS for Music (UK)</b> Associated member of the British Performing Rights Society

#### EDUCATION AND TRAINING

1996-2002	<b>Master Degree in Political Philosophy</b>  <b>University of Genova, Italy</b> <ul style="list-style-type: none"> <li>▪ Latin Literature, History, Philosophy of Science, History of political thought, Sociology, Aesthetics, Moral and Theoretical Philosophy. Essay on Political Philosophy, theories of democracy, deliberative democracy, participatory democracy.</li> <li>▪ August 1998 – May 1999 <b>Erasmus grant</b>, 1 academic year experience at the <b>University of Iceland, Reykjavik</b>.</li> <li>▪ July 1999 – July 2000 – July 2001 <b>Socrates Intensive seminars</b> on Political Philosophy at the <b>University of Rennes I, France</b>.</li> </ul>	110/110 with honours and publication recommended
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## PERSONAL SKILLS

Mother tongue Italian

## Other language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	C1	C1	C1	C1	C1
French	B2	B2	B2	B2	B2

Levels: A1/2: Basic user - B1/2: Independent user - C1/2 Proficient user  
Common European Framework of Reference for Languages

## Communication skills

- Empathic listener and persuasive speaker.
  - Excellent presentation and negotiation skills.
  - Public relations, communication.
- These skills have been acquired working with customers, with international partners, being trainer in the field of accessibility and social enterprises to different targets of trainees, being speaker at various national and international events, organizing focus groups, seminars, round tables, small webinars, conferences, doing networking with international organizations and the European DGs.
- I'm using social media to promote my organisations and projects.

## Organisational / managerial skills

- Enjoy working as a team member as well as independently.
- Team leader and team player.
- Leading small groups of people from different backgrounds.
- Organizing agendas, meetings, conferences.
- Competencies in the monitoring/evaluation of European projects. These skills have been acquired developing monitoring methodologies and applying them successfully in different European projects.
- Competencies in organizing the gathered data and giving back easy to read and understandable information, in formats that are open to be shared and implemented. These skills have been acquired working with organizations dealing with accessible tourism, organizing survey campaigns throughout Italy, cooperating at national and international level for the designing of survey instruments and information platforms.

## Job-related skills

- Knowledge of EU institutions, funding and policy-making.
- Experience in organizing events, conferences, training courses and sessions.
- Experience in working in international environments and with expats in Belgium.
- Experience working with tight schedules gained both submitting project proposals and managing EU projects.
- Experience in travelling for work and working in Europe and in the Middle East.

## Computer skills

- Excellent command of Microsoft Office Suite and other software for designing of electronic presentations and documents. Good use of audio and video editing, 360 video making and editing, excellent use of blogging devices, communication management of Social media (Facebook, Twitter, Instagram, LinkedIn), e-learning software and services for virtual classes (Miro, Mentimeter, Kahoot, Mural, Quizlet etc.), use and administration of main platforms for videoconferencing (MS Teams, Zoom, Jitsi, Googlemeet, etc.).
- Basic use of HTML through content management systems.

## Other skills

- Music producer, multi-instrumentalist.

Brussels, 18/01/2023