

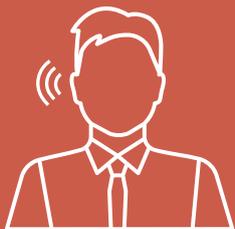
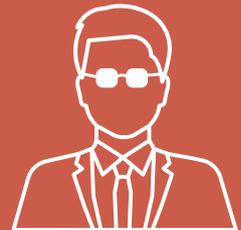


GENERALITAT  
VALENCIANA



INVAT-TUR

**GUIDE FOR ADAPTING JOBS FOR THE  
LABOUR INSERTION  
OF PEOPLE WITH DISABILITIES  
IN THE TOURISM SECTOR**





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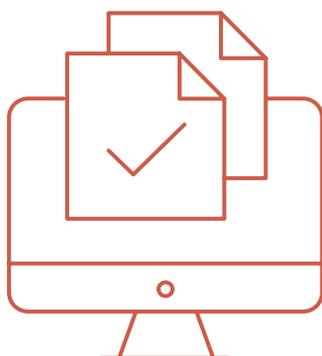
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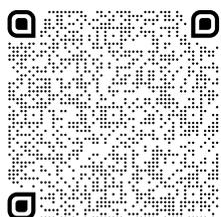
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*(online. Only in Spanish and Valencian languages)*



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# 01. Introduction

In recent years, international organisations have intensified actions to address the inclusion of people with disabilities in all spheres of society, considering the issue on the public agenda (United Nations, UNICEF, UNESCO, IDB, ECLAC, among others). In particular, access to employment for people with disabilities constitutes several of the goals of the Sustainable Development Goals (SDG) of the United Nations 2030 Agenda: Goal 8 on decent work and economic growth for all; Goal 10, on reducing inequalities; and Goal 17, with alliances to achieve the objectives. Likewise, the effects derived from the employment of people with disabilities lead to actions related to improving health, according to Goal 3. However, 80% of the billion people with disabilities in the world who are of working age face enormous attitudinal, physical and information barriers that hinder equal opportunities to access decent work. Compared to people without disabilities, those with disabilities experience higher unemployment rates and economic inactivity and are at greater risk of insufficient social protection<sup>i</sup>. In Spain, there are 4.38 million people with disabilities, equivalent to 1 in 10 people having a disability, of which about 27% are employed<sup>ii</sup>.

Although the data for Spain from ODISMET (2021) indicate that the services sector is the first generator of employment for people with disabilities at 78.2%, there are no specific data on the percentage absorbed by the tourism sector<sup>iii</sup>. In the Region of Valencia, 330,109 people had a recognised disability in 2022, representing 6.47% of the total population. Of this population proportion, half (49.6%) are of working age<sup>iv</sup>. In 2021, 75.22% of people with disabilities employed in the Region of Valencia were hired in the service sector<sup>v</sup>. Regarding the adaptations of jobs, in 2020, only 11.8% of workers with disabilities had their workplace adapted, while for 16% of workers, there was no adaptation despite having been necessary<sup>vi</sup>.

In this way, the tourism sector is configured as one of the great opportunities for people with disabilities thanks to the development of accessible tourism since having people with disabilities in the work-force provides greater awareness among employees towards the needs of the client and more excellent knowledge of how they are cared for. And that accessibility must not only be understood about the client but also

towards the company's interior and the people who work within. However, tourism companies still find different obstacles to incorporating people with disabilities, especially for technical and medium-level positions, which relegates this group to the lowest jobs and far from customer service<sup>vii</sup>. In the tourism sector, they are aware of the advantages of incorporating this group from the point of view of the image, tax benefits, or the positive impact they have on the work environment and organisational culture. Still, at the same time, they do not know what kind of actions they can carry out to design a more accessible job position, nor do they know the functional adaptations that have to be developed depending on the type of disability to guarantee adequate performance in the performance of their work. In addition, they consider the cost of adapting the workplace to be high, both in terms of investment of time and money<sup>viii</sup>.

The Region of Valencia has a long history of initiatives, actions and policies dedicated to accessible tourism<sup>ix</sup>. Within

the framework of the Accessible Tourism Program of the Region of Valencia 2017-2020, good practice manuals have been prepared for the adaptation of accessible facilities, products and services<sup>x</sup>. The current Accessible Tourism Program of the Region of Valencia - horizon 2025 - in its axis 5: "Improving the accessibility of jobs", specifically includes 5.2.2 "Promoting the adaptation of jobs in the tourism sector"<sup>xi</sup>.

### Improving the accessibility of jobs

This is the frame of the commitment of Turisme Comunitat Valenciana in the presentation of these **Guide for adapting jobs for the labour insertion of people with disabilities in the tourism sector** with the technical support of the University of Alicante.

This document presents the methodological and conceptual bases that will facilitate the adaptation of jobs in the tourism sector to people with disabilities. After reading it and consulting the technical application documentation that is available on the web, both tourist companies and social organisations that support disabilities will obtain information to be able to carry out the inclusion of people with disabilities in

the different workstations. The online documentation is intended to be easily updated as it is subject to frequent legislative changes and technological advances.

With the invitation to read and take advantage of this guide, we appreciate the collaboration of all the people and entities that have contributed their knowledge and valuable time to make this work possible.

## OBJECTIVE

The guide's objective in adapting jobs for the labour insertion of people with disabilities in the tourism sector is to facilitate access to information on the requirements for adapting the specific workstation in tourism for people with disabilities.

The online technical documentation includes the regulatory framework that regulates the mandatory conditions. The United Nations International Convention on the Rights of Persons with Disabilities, ratified by Spain in 2008 (BOE-A-2008-6963), obliges the States Parties to make the reasonable adjustments necessary to guarantee

full equality of persons with disabilities in society, including access to employment (Annexe III: Accessibility Regulations applicable in work environments).

The approach proposed by this guide responds to the chain of accessibility in tourism. It contemplates the accessibility conditions that must exist from when a person with a disability approaches the workplace to the specific needs of the workplace and its work environment. For this reason, this guide addresses the physical environment, communication and procedures, files and digital tools, occupational safety and working conditions, and awareness and training in the workplace for both the person and their co-workers. Likewise, technologies that favour the performance of specific workstation/job position tasks are contemplated to promote their autonomy (Annexe II).



Figure 1. Guide framework



Source: Own elaboration

Seventeen jobs have been selected, and a technical adaptation sheet has been prepared for each of them (Annexe I)

Table 1. Job positions selected for the preparation of technical sheets

Hotels	Restaurants	Administration and offices	Other positions
Hotel manager	Maître	Area Director	Tour guide
Front office manager	Waiter/waitress	Technician - administrative assistant	Passenger Assistant
Receptionist	Executive Chef		Event Assistant
Manager of housekeeping	Chef's Assistant		Museum assistant
Housekeeper			Travel agent
Concierge			

## METHODOLOGY

To address the development of this guide, we worked with a series of documents and data collection. An exhaustive review of previous studies on including people with disabilities in jobs was carried out (see consulted documentation). There they found a diversity of manuals, guides, and action protocols for companies at the institutional level with recommendations and scientific papers with studies related to the subject, some specifying the job requirements based on types of disabilities and others more general. The job profile sheets of national organisations and job offers for people with disabilities were also considered. Likewise, a working day was carried out to constitute the panel of expert representatives of disa-

bility support entities and tourism business associations for advice and the provision of information for the preparation of the study<sup>xii</sup>. As of this day, a questionnaire was sent to the participating entities that collected data on the inclusion of people with disabilities in jobs in the tourism sector. Once the information was collected, the jobs that would be worked with were defined, considering the profiles of the employment offer in the tourism sector. Subsequently, the technical sheets for jobs were prepared and subjected to validation by the participating entities.

Figure 2. Steps in the development of the Guideline

1 >>	2 >>	3 >>	4 >>	5 >>	6 >>
Literature review and document consulted	Workshop with associations and entities dedicated to the integration of people with disabilities	Questionnaire for companies that work on the inclusion of people with disabilities in the tourism sector	Delimitation of study cases (Jobs)	Preparation of adaptation technical sheets	Validation survey (testing)

02.

## Key concepts for the labour inclusion of people with disabilities

The labour inclusion of people with disabilities must focus on the person's abilities, valuing the tasks they can perform on their own and identifying those for which they will need some adaptation or support. It is essential to keep in mind that disability is generated by the interaction between the person and a physical and social environment that does not respond to their accessibility and support needs. Therefore, when hiring a person with a disability or if a worker acquires a disability, the company must know the concepts detailed below.



## KEY CONCEPTS:

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### → Disabilities

According to the International Convention on the Rights of Persons with Disabilities (UN, 2006), persons with disabilities include those who have long-term physical, mental, intellectual or sensory impairments that, when interacting with various barriers, may prevent their fully and effectively participation in society, on an equal footing with others.

Terms arise that are often confused with each other:

- Impairments are problems that affect a bodily structure or function.
- Activity limitations are difficulties in performing actions or tasks.
- Participation restrictions are difficulties relating to and participating in life situations.

Thus, disability is a concept that does not contemplate the individual in isolation but in their interaction with the environment in which they live. Therefore, the current definition of disability recognises the social context as a determining factor in a person's disability. Hence, the need to work on adapting environments to fully include people with disabilities in all areas of their lives.



### Physical disability

The common characteristic of physical disability is that some aspect of a person's physical functioning is affected, usually their mobility, dexterity or resistance, which may be in the upper or lower limbs or both. Physical disability includes motor (which makes movement and motor skills difficult, restricting activity and participation in daily activities) and organic (loss of functionality of one or more body systems).

Likewise, within this group are people who stroll with difficulty and use technical aids to walk (walkers, canes or crutches).

### Sensory disability

It is the one that is related to the sensory structures. It can be auditory, visual or affect other senses

#### Visual disability

According to the ONCE, visual disability is the consideration of the total or partial decrease of sight. It is measured through

various parameters, such as near and far reading ability, visual field or visual acuity. In this sense, when speaking of blindness or a visual impairment, reference is made to conditions characterised by a total or severe limitation of visual function in one or several of these measured parameters. In other words, these are people who either see absolutely nothing or, in the best of cases, even wearing glasses or using other optical aids, see much less than usual and make a great effort to focus.

#### Hearing impairment

The deficit in hearing function is called hypoacusis, which can be total or partial in one or both ears. Hearing capacity will be determined depending on the time of appearance, detection and therapeutic approach. Hearing disability is considered a global term that refers to deficiencies in body functions and structures associated with the limitations that the individual presents when performing a task or action in a normalised environment, taking as a parameter their actual capacity without it being increased by technology or assistive devices or third parties.

### Mental health disability

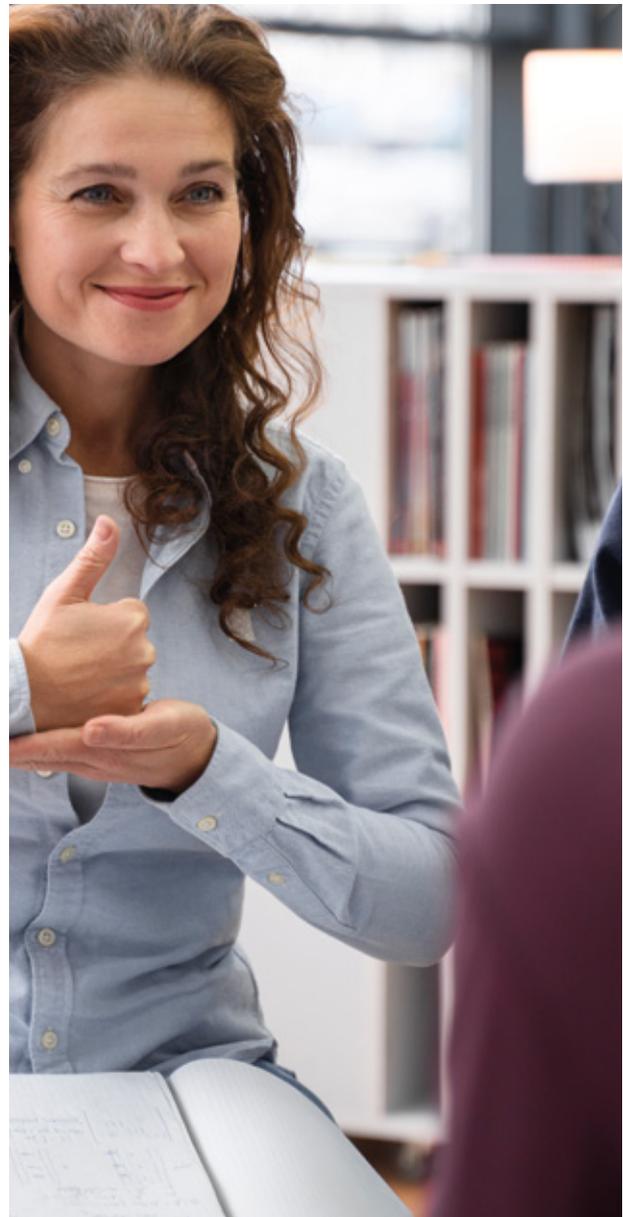
It refers to changes in adaptive behaviour (communication, personal care, home life, social skills, among others) affecting mental faculties and neurological structures.

### Intellectual disability

It refers to alterations in intellectual function, significantly below average, making it difficult to understand and respond to daily situations. It generates alterations in the learning process, understood as the slow and incomplete acquisition of cognitive abilities during human development.

### Multiple disabilities

It is that condition that combines several types of disability, frequently presenting deficits in psychomotor and sensory development and other health problems.



### → Universal accessibility

It is the condition that environments, processes, goods, products and services must meet, as well as objects, instruments, tools and devices, to be understandable, usable and practicable by all people in conditions of safety and comfort and in the most autonomous way. And naturally possible. Universal accessibility includes cognitive accessibility to allow easy understanding, communication and interaction for all people. Cog-

nitive accessibility is displayed and made effective through easy reading, alternative and augmentative communication systems, pictograms and other human and technological means available. It presupposes the “universal design or design for all people” strategy and is understood without prejudice to the reasonable adjustments that must be adopted<sup>xiii</sup>.

### → Accessibility Chain

In the process of user interaction with the environment, the set of elements allows

the performance of the planned activities<sup>xiv</sup>.



## → DALCO criteria

DALCO is an acronym for Ambulation, Apprehension, Location and Communication. The DALCO criteria are the requirements that must be met to guarantee Universal Accessibility.

According to the UNE 170001-1:2007 standard, a universally accessible environment must allow the user to carry out the following actions:

- **Wandering (D)** the action of moving from one place to another. Wandering can be horizontal, that is, that which occurs while moving through streets, corridors, corridors, rooms, etc., and

vertical, such as that which arises going up or down steps, stairs, ramps, etc.

- **Apprehension (A)** the action of grasping or grasping something. It implies the action of reaching what is going to be seized.
- **Location (L)** the action of finding out the particular place or moment in which something, someone or an event can happen.
- **Communication (CO)** information exchange action necessary for the development of the activity.



### → **Adaptation of the physical environment and furniture**

It must be ensured that the person can access and circulate independently and safely in all physical spaces related to their job and in areas common to all workers so that the chain of accessibility is not broken. In addition, any furniture or element you must use to carry out your work must be adapted to your physical and ergonomic needs and your compre-

hension, perception and communication abilities. In other words, compliance with the DALCO criteria must be ensured in all interactions between the worker, the work environment and the elements used to carry it out.

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### → **Use of assistive products or technology**

According to the UNE-EN ISO 9999:2023 standard<sup>xv</sup>, a support product is any product (including devices, equipment, instruments and software) specially manufactured or available on the market, used by or for people with disabilities intended to: facilitate participation, protect, support, train, measure or replace body functions/structures/structures and activities or prevent impairments, activity limitations or participation restrictions.

It is possible that to carry out certain tasks associated with the job; the person needs to use one or more support products. This will depend on each person and their abilities. Information on support products that the person might need is provided in Annexe II.

### → Adaptation of procedures

The company must be willing to modify procedures to facilitate the incorporation of the person with disabilities into the job or to facilitate the execution of the associated tasks. For example, flexible entry and exit times, establishing shorter shifts for people who, for health reasons, cannot work 7-8 hours in a row or more frequent breaks, and even offering more

teleworking days for people with reduced mobility. Another example would be to adapt the communications formats addressed to workers to a format accessible to all people, not only visual but also auditory and in clear language or easy reading<sup>xvi</sup> if necessary.



→ **Awareness raising and training of workers**

To facilitate the inclusion of people with disabilities in the company, it is essential to generate an inclusive organisational culture based on knowledge and respect for people's diversity and needs. This is achieved, firstly, by creating a company diversity and inclusion policy that establishes the organisation's values and commitments to people and is made known to all workers. And secondly, raising awareness and training workers so that they are aware of the diversity of situations that can cause a

disability and the accessibility needs that must be resolved to integrate workers with disabilities in the same conditions as any other person. This training will promote the creation of networks and support people within the organisation and will contribute to improving accessibility in the physical environment, communication systems, teamwork and procedures.



## → Supported Employment

The Public State Employment Service (SEPE) defines supported employment as the set of individualised guidance and accompaniment actions in the workplace provided by specialised job coaches, whose purpose is to facilitate the social and labour adaptation of workers with disabilities or with special difficulties of labour insertion, in companies of the ordinary labour market and in similar conditions to the rest of the workers who carry out equivalent positions.

The support provided to the person includes help learning the tasks in the job itself. It also implies support in developing complementary skills (autonomy, social relationship, etc.) essential for an active life. It is about training the worker in the actual job, specific tasks and a specific environment, guaranteeing optimal use of the learning process.

According to the social organisation Down Syndrome Spain, supported employment is based on the independent living paradigm<sup>xvii</sup>, considering that each

subject must maintain control of their own life, choosing acceptable options that minimise dependence on others and lead to self-determination. This paradigm is based on the principle of normalisation, understood as using the most normative means possible from the cultural point of view, applied not only to the workplace but to all areas of life<sup>xviii</sup>.

In short, the basics of supported employment are integrated work in ordinary companies, competitive work, zero rejection (it is not an elitist service intended only for the most capable people), on-the-job training, remuneration from the outset as to any other worker, promotion of natural supports and the possibility of adapting the position.

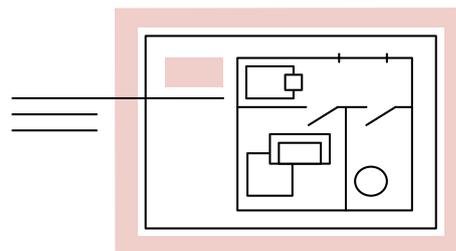
## → Personalised Employment

According to the national social entity *Plena Inclusión*, which represents people with intellectual disabilities, personalised employment is a methodology that seeks to generate individualised employment opportunities in which employment is adapted to the person.

It is an advantageous methodology for people with intellectual and developmental disabilities with more support needs, either because they have multiple disabilities, mental health problems, or communication disorders... or because they have been excluded from job selection processes in different situations.

With the support of professional teams, the person investigates their history to identify their talents, resources and the support they have in their environment. The person with a disability becomes the protagonist of the entire job search and negotiation process with the company to create a suitable job for them and their needs.

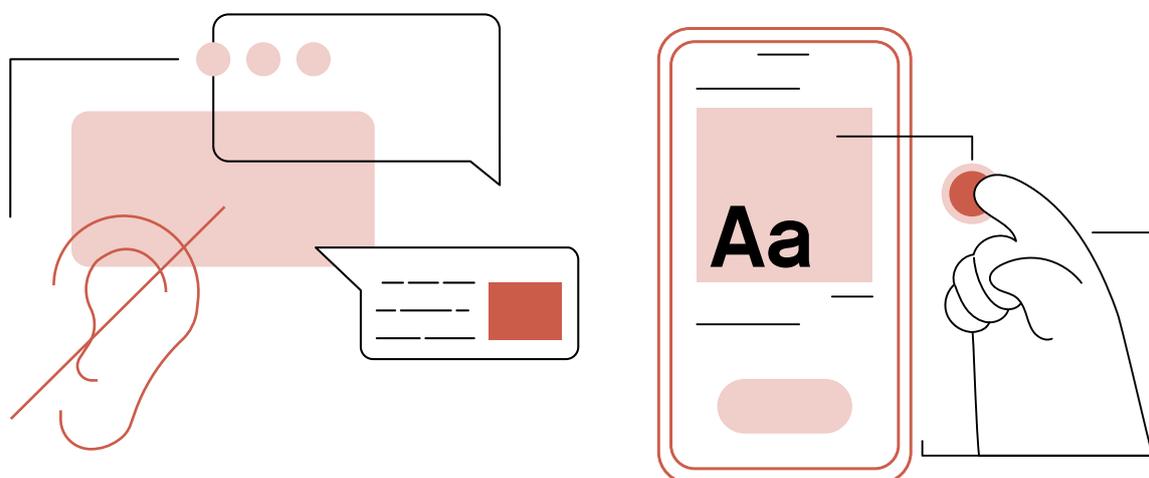
The personalised employment model was designed and systematised in 2001 by the Disability Office of the United States Department of Labor (ODEP) and emerged as a strategy under the person-centred approach and supported employment.



## → Common accessibility conditions in the built environment

As stated in the focus of this guide, there are a series of links in the accessibility chain in which accessibility must be guaranteed to achieve the inclusion of a person with disabilities in the labour market. This refers to the moment from when the person leaves their place of residence until they arrive at the place of work. The accessibility criteria of the built environment are regulated in Spain by various mandatory state and regional accessibility regulations. These establish the requirements that must be applied to

the approach to the building (reserved accessible parking, itineraries to the building, entrances to the building, among others); signage (alternative signage, emergency plan, alarm system, among others); circulation spaces (corridors, stairs, ramps, elevators), common spaces (kitchen, toilets, changing rooms); communication (web-based communication, accessibility in off-line documents, etc.), among others. The regulations that must be applied in the Region of Valencia are included in Annexe III of this document (online).



03.

## How to use the job adaptation technical sheets

The design of the job adaptation technical sheet created for this guide is based on the application form for the job adaptation report for hiring people with disabilities in the Region of Valencia<sup>xix</sup>. The purpose of this is to offer a channel for employers interested in accessing subsidies for promoting the employment of people with functional diversity or disabilities to request the processing of reports on the adequacy of workstations. This form makes it possible to systematically analyse the tasks, the

abilities that the job requires of the person so that they can perform their tasks effectively, the environmental conditions of the job and the risk factors. For this reason, it constitutes a good starting point for determining the minimum contents that must appear in a job adaptation technical sheet.



The job adaptation technical sheet designed for this guide is intended to be a tool that serves as a reference for companies offering employment in the tourism sector and for people with disabilities who are applicants or for the social entities that represent them. This combines the needs of the company and the needs of the worker when joining the job. The technical sheet is divided into three parts:

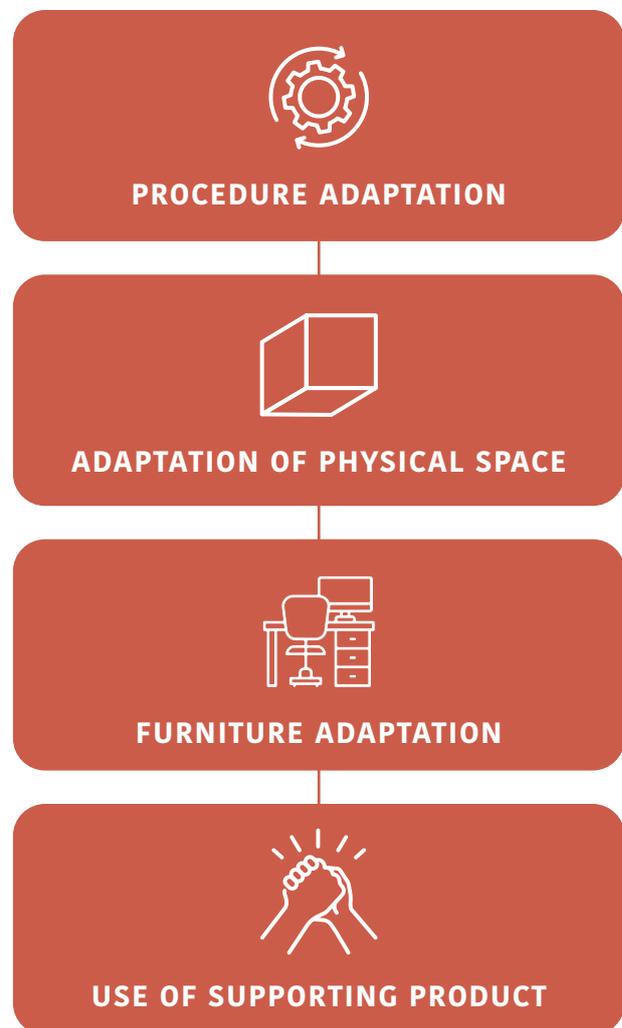
- In the first part, a description of the job is made, which includes the mission of the position, the main functions, the training and experience required, and the competencies (knowledge, abilities, and aptitudes) that the person must have.
- The second part coincides with the aforementioned form and corresponds to the analysis of the skills required for the position, environmental conditions and risk factors.
- The third part corresponds to Annexe II. This section includes the general criteria

on the accessibility conditions that the post must have, according to the physical, visual, auditory and cognitive accessibility needs of the person. Implementing the proposed adaptations will depend on the person's abilities and the assigned tasks.

When using these technical sheets, it must be considered that they are oriented and must be adapted to the company's specific characteristics, its organisational structure and, above all, the person for whom the adaptation is made.

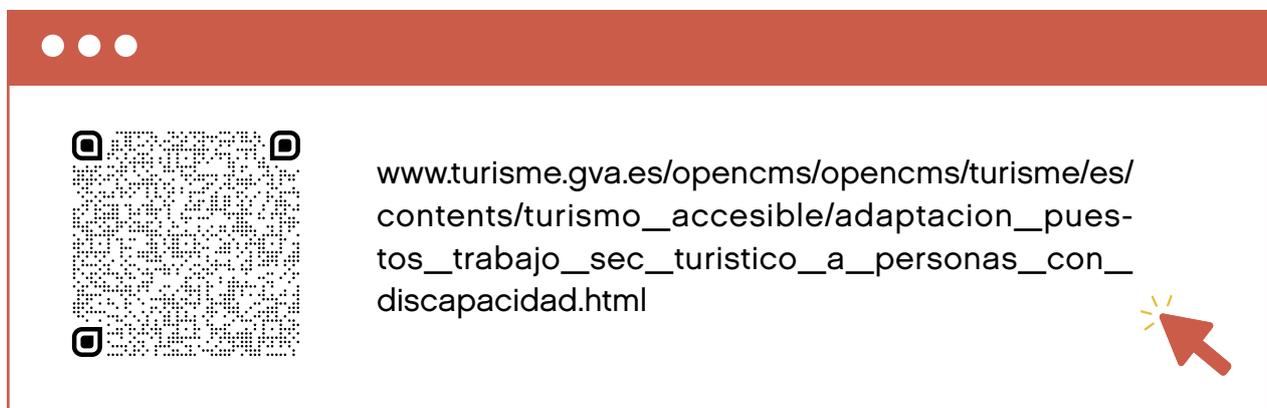
The tasks described meet the industry standard for each position identified, not constituting an exhaustive or exclusive list. Considering these tasks allows you to get a clear idea of the content and scope of the position. Regarding adaptation, it is important to point out that it is not a question of the person performing all the indicated tasks but rather of clearly identifying which tasks can be achieved, which require some adaptation and which do not. It is possible to adapt. In this way, no person will be directly excluded from occupying a position due to having a specific disability. Still, it is proposed that the characteristics of the work be adapted to the person.

Regarding the adaptations of the job itself, these have been classified into four types:



The diversity among the group of people with disabilities, even among those with the same type of disability (physical, visual, hearing and intellectual), requires the adaptation of the job to be personalised. For example, two hearing-impaired people applying for the same position need different accommodations. For this reason, the set of adaptations included in Annexe II is a list of all the possible options. It must serve exclusively as a consultation and reference document for the employer and be used according to the particularities of the worker. The job seeker, alone or with their job coach, will be the one who can best transmit the adaptations that the person needs to carry out their work efficiently and normally.

The technical sheets and recommendations for accessibility to the workplace and assistive technology (in Spanish) can be found on the web:



www.turisme.gva.es/opencms/opencms/turisme/es/contents/turismo\_accesible/adaptacion\_puestos\_trabajo\_sec\_turistico\_a\_personas\_con\_discapacidad.html

04.

## Conclusions and recommendations



The importance of this guide lies in its usefulness for companies and associations that work to improve the accessibility of work environments in the tourism sector. Although this guide contemplates the mandatory requirements and those that promote the autonomy of people with disabilities in their workplace, it is important to consider the particularities that people with disabilities may need or manifest to carry out their work with autonomy. For this reason, we recommend that the guidelines serve as a “guide” but not as a closed step-by-step, but rather that it guides the adaptation of the workplace to the person with disabilities and considers the particularities that the person may need.

The use of these technical sheets and the recommendations contained in Annexe II provide excellent value to companies that intend to advance on the path of inclusion and employability of people with disabilities, not only for the fact of offering the adaptation guide, which in itself is an advance; but also because it is constituted as an essential tool for the design of human resources strategies. From the point of view of recruitment, understanding the position in its accessibility dimension makes it possible to define the employment profile better and guide recruitment and selection actions aimed at finding latent talent in the group of people with disabilities. If we think about training and development, it is clear that

the technical sheets provide information on what requirements in terms of knowledge and skills the organisation could work on for the employee's maximum performance. Finally, for personnel evaluation processes, understanding is improved when establishing performance standards adapted to the individual's circumstances.

For associations and organisations that support people with disabilities, this guide responds to the widely documented demand for information exchange within the tourism sector. On the one hand, with mutual knowledge, the possibilities of tourism being considered a workplace where anyone can develop their professional activity with

the necessary support are expanded. On the other hand, some barriers detected in previous studies and fundamentally due to the lack of access to practical information are broken.

05.



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Soriano Tarín, G. and Ruiz Tovar, M.J. (Coords.). (2010). PREVINEM PROJECT: Prevention, integration and employment for People with Functional Diversity in the Hospitality Sector. Spanish Confederation of Hotels and Tourist Accommodation Foundation.



06.

## Collaborating entities

ASPAS CASTELLÓN- HELIX. <https://sites.google.com/site/aspascastellonweb/centro-de-atencion-temprana>

AVIBE, Business Association of Travel Agencies of Benidorm <https://avibe.org/>

Alicante Chamber of Commerce. <https://www.camaralicante.com/>

Spanish Confederation of People with Physical and Organic Disabilities, COCEMFE. Alicante. <https://cocemfealicante.org/>

Spanish Red Cross. <https://www2.cruzroja.es/>

DISJOB.COM. <https://www.disjob.com>

Camping Federation of the Region of Valencia <https://www.campingscomunidadvalenciana.es/>

Federation of Deaf People of the Region of Valencia, FESORD CV, <https://www.fesord.org/>

Asindown Foundation. <https://asindown.org/>

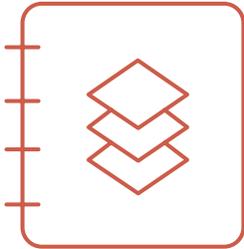
CV Marq Foundation <https://www.marqalicante.com/>

HOSBEC. Hotel and Tourism Business Association of the Region of Valencia. <https://hosbec.com/>

Inserta Empleo/ONCE Foundation. <https://www.insertaempleo.es/>

ONCE. <https://www.once.es/>





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- <sup>vii</sup>Huete, R., Navalón, R., Sabater, V. and Bajo, I. (2020). Guía de propuestas para mejorar la inserción laboral de personas con discapacidad en el sector turístico. University of Alicante. Retrieved from: <https://web.ua.es/es/catedra-inclusion/documentos/guia-de-propuestas-para-mejorar-la-insercion-laboral-de-personas-con-discapacidad-en-el-sector-turistico.pdf>
- <sup>viii</sup>Huete, R. and García-Ramos, A. (2022). Barriers and opportunities for the professional inclusion of people with disabilities in the tourism sector in the province of Alicante. Cuadernos de Turismo, (49), 51–76. <https://revistas.um.es/turismo/article/download/521791/324901/1882881>

<sup>ix</sup>Available at: [https://www.turisme.gva.es/opencms/opencms/turisme/es/contents/turismo\\_accesible/turismo\\_accesible.html?tam=&menu\\_id=32](https://www.turisme.gva.es/opencms/opencms/turisme/es/contents/turismo_accesible/turismo_accesible.html?tam=&menu_id=32)

<sup>x</sup>Available at: [https://www.turisme.gva.es/opencms/opencms/turisme/es/contents/turismo\\_accesible/manuals\\_bones\\_practices\\_t\\_a.html](https://www.turisme.gva.es/opencms/opencms/turisme/es/contents/turismo_accesible/manuals_bones_practices_t_a.html)

<sup>xi</sup>Accessible Tourism Program of the Region of Valencia 2020-2025. Available at: [https://www.turisme.gva.es/turisme/es/files/pdf/2022\\_Programa\\_Turismo\\_Accesible\\_CV\\_2020-2025.pdf](https://www.turisme.gva.es/turisme/es/files/pdf/2022_Programa_Turismo_Accesible_CV_2020-2025.pdf)

<sup>xii</sup>Available at: [https://www.turisme.gva.es/opencms/opencms/turisme/es/contents/home/noticia/noticia\\_1680010846000.html](https://www.turisme.gva.es/opencms/opencms/turisme/es/contents/home/noticia/noticia_1680010846000.html)

<sup>xiii</sup>Law 6/2022, of March 31, amending the Consolidated Text of the General Law on the rights of persons with disabilities and their social inclusion, approved by Royal Legislative Decree 1/2013, of November 29, to establish and regulate cognitive accessibility and its requirements and application conditions.

<sup>xiv</sup>UNE 170001-1:2007 Universal accessibility. Part 1: DALCO criteria to facilitate accessibility to the environment.

<sup>xv</sup>UNE-EN ISO 9999:2023 Support products. Classification and terminology (ISO 9999:2022).

<sup>xvi</sup>Easy reading: a method that includes a set of guidelines and recommendations related to the writing of texts, the design of documents and the validation of their comprehensibility, aimed at making the information accessible to people

with reading comprehension difficulties (UNE 153101 Standard: 2018 EX Easy Reading Guidelines and recommendations for the preparation of documents).

<sup>xvii</sup>Independent life: is the situation in which the person with a disability exercises the decision-making power over their own existence and actively participates in the life of their community, in accordance with the right to free development of personality (Royal Legislative Decree 1/2013, of November 29, which approves the Consolidated Text of the General Law on the rights of people with disabilities and their social inclusion).

<sup>xviii</sup>Wolfensberger, W. (1972). The principle of Normalization in Human services. National Institute on Mental Retardation.

<sup>xix</sup>Available at: [https://www.gva.es/es/inicio/procedimientos?id\\_proc=20836](https://www.gva.es/es/inicio/procedimientos?id_proc=20836)

### **Authorship**

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GUIDE FOR ADAPTING JOBS FOR THE

# LABOUR INSERTION OF PEOPLE WITH DISABILITIES

IN THE TOURISM SECTOR

