

A -SERVICIOS SOCIALES

1 -

Country	Residence 3rd Age Care	3rd Age Care non resident (Home Care Daily)	In Domicile	Health Care
Portugal	X	X		
Romania	X	X	X	
Italia				
UK				
Spain	X	X		X
Malta				

2 – Users (clientele)

Portugal	Nº Residents 3rd Age	Nº. 3rd Age Non- Resident	Total
SCM Chaves	215	63	279
SCM Alcácer do Sal	95	40	135
SCM Amadora	150	170	320
TOTAL	460	273	733
Romenia			
DGASPC			1687 *
Filantropia Federation			26675 **
Princess Margareta			886
TOTAL			
Italia			
UK			
Malta			
Spain			
Padre Rubinos	73	291	364
ACLAD			
Cocina Económica		18.250 (3ª age) / 200.750 other users*	
TOTAL	73		

- *2013 **2012

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3- Empleados 2012

	Total	Total	Woman	< 25 years Full Time	Part Time
Portugal	732	108	78,7%	74,1%	25,9%
Romania	2357	131	67,9%	100,0%	0%
Itália	3451	380*	83,9%	32,6%	45,3%
UK					
Malta					
Spain*	102	59	57,8%		

- * <30 years
- * >30 years

4 - Volunteers (<25 years)

	Total		Mujeres
Portugal	8	100% ISCED 5-6	87,5%
Romania	1450	82,8% ISCED 3-4	62,8%
Italy	4*		
UK			
Malta			
Spain	106 (20*)		86%

- * (under 30 years old)
- *(under 30 years old))

5 - Employees (<25 years) por ISCED (Clasificación Internacional Normalizada de la Educación) nivel - 2012

	0-2	3-4	5-6
Portugal			
Total	75	24	9
	69,4%	22,2%	8,4%
Woman	46	15	3
Romania			
Total	7	62	62
	5,3%	47.3%	47,4%
Woman	4	43	42
Italy			
Total	28	157	115
	9,3%	52,4%	38,3%

Woman			
UK			
Total			
Woman			
Malta			
Total			
Woman			
Spain			
Total			
Woman			

6 - SKILL REQUIREMENTS / SKILLS

	PT	RO	IT	UK	MT	SP
Personal qualities						
Personality and Assertiveness	X	X				X
Self-control, assertiveness and empathy for beneficiaries	X	X				X
Self-management, self-control, sense of responsibility, adaptability, initiative, emergency management, be patient			X			X
Initiative based strategy		X	X			
Communication Skills						
Communication within the organization, team members and emphatic communication with beneficiaries		X				X
Initiative communication and complex and complete expression of opinions in an assertive manner	X	X				X
Writing and speaking	X					
roadcasting, expressiveness, empathy, communication mission organización outwards.			X			
Human Relations and Interpersonal Skills						
Teamwork	X	X	X			X
Teamwork and acceptance of work within a hierarchy		X				X
Personal development		X				X
Coaching	X		X			
Managing Conflict and Cooperation			X			X

7 – JOB PROSPECTS

Due to the phenomena of the aging population, there will be an increase in the social service sector for the elderly, the new jobs created will be:

Professional advisers, especially for the disabled and Social Mediators

Assistants and Employees of home (home carers) - Home help

Directors for families at risk and parent-child relationship

Mediator (language and culture)

Project Planning Manager

Manager Management

Career Coach - Tutor

Health assistant

Professional educator

Manager for Organization

Services support teams also need resident / House no development, development of continuing care, tourism for the elderly population and innovative in the care of aging technologies and assistance to people with addiction.

None of the organizations interviewed in this sector said that "some jobs will be eliminated." In contrast, due to the phenomena of aging poblarción, there will be an increase in the social service sector for the 3rd Age.

The entities have agreed to the creation of new jobs: for higher qualifications and technicians (employees or volunteers) physiotherapists, psychologists and socio-cultural activities; Professional advisers, especially for the disabled and Social Mediators.

As an entity of Social Services said there will be a replacement of some jobs as a natural consequence of the increase in non-resident population (Elder)

Some entities mentioned that existing jobs are redefined as helpers at home; In Italy, the most important changes in the profiles of the profession are linked to its redefinition.

SPAIN

In the field of daily life of the family and home are currently high levels of self-provisioning activities such as the dependent care (the elderly or decrease), cleaning and care of the home and clothes shopping daily, home repair, relocation of the children to school, their vigilance and attention during lunchtime or during working hours if they are very small. These activities "naturally" the developed any member of the feminine sex-usually extended family, are being transferred to "providers" by external changes in the role of women in family and work and the modification of the traditional family. Currently, there is a high unmet demand for jobs related to the daily lives of families and an outstanding level of dissatisfaction with how they are resolved in the present.

Other services of everyday life That will bring up new occupations are helping young People with Difficulties In Their education or risk of social exclusion and all mediation services and advice in the resolution of family, school, work Conflicts, justice or administration.

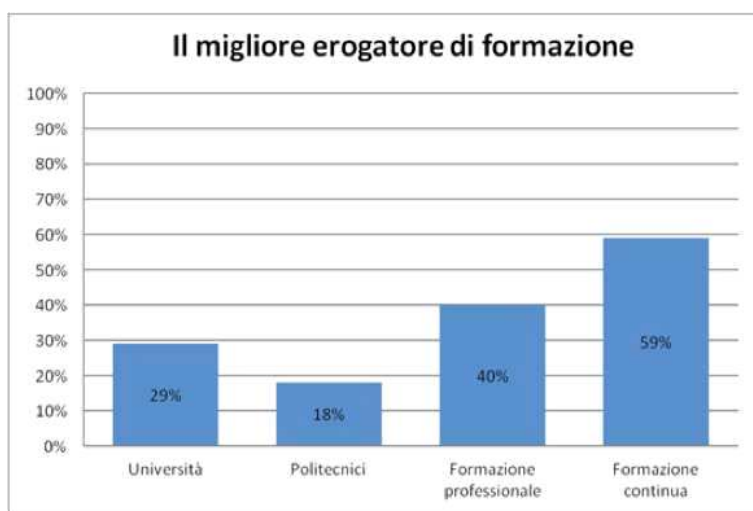
Jobs:

Manager organizations, Outside School Hours Care, Care Assistant During Disease, Care for children with problems Accompanying the 3rd age abroad, Care for the 3rd age.

8- Formation

Portugal	Ninguno	No Mucho	Suficiente	Mucho
Universidad			XX	X
Politécnica Ciclos Formativos		XXX		
VET /Ciclos Formativos			XXX	
Formación Continua			X	66
Romania	Ninguno	No mucho	Suficiente	Mucho
Universidad			X	XX
Politécnicos		XXX		
VET /Ciclos Formativos	X		X	X
Formación Continua				XXX
Italy	Ninguno	No mucho	Suficiente	Mucho
Universidad				
Politécnico				
VET/ Ciclo Formativo				
Formación Continua				
UK				
Universidad				
Politécnico				
VET/Ciclo Formativos				
Formación Continua				
Malta				

Universidad				
Politécnico				
VET/Ciclos Formativos				
Formación Continua				
Spain				
Universidad	x			
Politécnico				
VET/Ciclo Formativos	x			
Formación Continua	x			



The most important formations in 3 countries (PT, IT RO) are universities and vocational training institutions

9. Training necessary to avoid disturbances

According to interviews with the main courses required in relation to some areas and occupations are:

- Social and Educational Areas: Psychology or kinetotherapy educator / counselor, social educator; Animator, Geriatric operator, counselor social, psychological Inclusion Instructor Mediator

- Social and Health Areas: Worker Psychologist Therapist Personal Welfare, health assistant, nurse, support staff, Physiotherapist Speech (Educator) Re-habilitation therapist counselor communication skills and personal development, communication for people with disabilities, Auxiliary and Home Care health educator and social worker
- services and support staff in Areas: housewives, vigilantes, Homemade, Cooks and Assistant.
- Training Area: Tutor. Trainer in new technologies
- Area Administration: Administrative staff, services coordinator, Area Director and Managing Director, Manager of social services and humanitarian
- Planning Area: Services Manager, Planning Consultant, Project Manager, Financial Advisor.

Overall, in terms of social services, in the main areas mentioned as a priority in terms of training needs :, hygiene, health and safety at work, nutritionist, gerontology, health care for the elderly, cleaning equipment, hygiene and food safety, cultural activities and ICT / quality.

Socio-civic skills, teamwork skills. The field of management is one of the most important and includes topics such as conflict management, human resources and leadership, new technology / quality also includes certification and attendance.

B - Senior Tourism

1 - The main activities carried out for each field of industry in which the entity operates

Country	Health Tourism	Tourism Leisure	Religious / Cultural Tourism
Portugal	X	X	X
Romania	X	X	X
Italy			

UK			
Malta			
Spain	X	X	X

2- Clients / Users

Portugal:

Throughout 2012, Tour Program for seniors INATEL involved 27,122 participants. Locally, the numbers are naturally lower than nationally. Last year the City of tourist services organized senior Loures 102 elderly:

- 39 men and 63 women
- 12 people between 51 and 60 years
- 54 people between 61 and 70 years
- 36 people between 71 and 80 years.

Romania:

He number of customers in 2012, was 2700 in Ceres, 200 Hotel in Acasa Dracula Hotel, 100 at the Pierre Hotel and Travel 500 Romaris

Malta:

1,5 million – total tourist

Spain:

Witericus: Coffee Rhystic -Albergue Users: 1.316 (mostly pilgrims)

Terra Finish: Nautical Tourism Users: 323

Falcon Travel: Senior Travel

FALCON TRAVEL marked a before and after in the Spanish tourism sector, meant a democratization of travel with a totally revolutionary proposal. An entrepreneurial spirit that has become the number one travel agency.

Although it was founded in 1970, was in 1992 when he began a process of unprecedented expansion in the Spanish tourism. As a retail travel agency has also been a pioneer in other fields, exercising an undisputed leadership in marketing communication, in creating their own unique products and the professionalism of its staff.

An entrepreneurial spirit that has become one of the first travel agencies in Europe in number of sales offices, customers, billing and leisure travel in specialized travel services companies, incentives and conferences.

The quality at the best price

- Falcon Travel is the largest retail chain in Spain and Portugal.
- It has more than 1350 agencies in the two countries.
- Total connection with other Group companies.
- High index of quality, safety and quick response in the booking confirmation.

FALCON TRAVEL is committed to a quality service so that your customer is satisfied from first contact to after-sales service.

With the most advanced management tools and specialized departments offering programs that meet all market needs: hunting, golf, accommodations, businesses, events and celebrations ... we can say that the supply of our retail network is the most complete the Spanish market. Moreover, FALCON TRAVEL offers product itself, which is only sold in our offices and is week-end plan, product costs, etc.

3-Population Objectives (footnote page)

For both sectors, the population over age 65 is the primary target group. In the case of health care, social services are intended primarily for seniors.

Social Services also includes as its main target group 0-3 years (child care).

4- Employees 2012

				< 25years	
	Total	Total	Woman	Full Time	Part Time
Portugal	3037	146	104	104	0
Romania	93	24	16	16	0
Itália					
UK					
Malta					
Spain	7*		6	0	0

- * none are less than 25 years
- **Facts Falcon Travel branch in the town of A Coruña, nationwide the company has around 2,000 employees where 75% are women.**

5 - Empleados (<25 años) por ISCED (Clasificación Internacional Normalizada de la Educación) nivel – 2012

	0-2	3-4	5-6
Portugal			
Total	27	81	53
Woman	12	51	53
Romenia			
Total	3	15	6
Woman	3	10	3
Italy			
Total			
Woman			
UK			
Total			
Woman			
Spain*			
Total		2	5
Woman		2	4

* None is less than 25 years

6 - SKILL REQUIREMENTS / SKILLS

	PT	RO	IT	UK	MT	SP
Personal qualities	X	X				
Responsibility and Assertiveness						X
Self-control, assertiveness and empathy for beneficiaries						X
Self-management, self-control, sense of responsibility, adaptability, initiative, emergency management, be patient						
Initiative based strategy.						X
Socio-Cultural / Skills animators	X					X
Communication Skills	X	X				
Communication within the organization, team members and emphatic communication with beneficiaries						X
Initiative communication and expression of complex and complete opinions in an assertive manner.						
Writing and speaking						X
Broadcasting, expressiveness, empathy and communication of the purpose of the entity to the outside						X
Training skills	X					X
Relationships and Interpersonal Skills	X	X				

Teamwork						X
Teamwork and acceptance of work within a hierarchy.						
Personal Development						X
Coaching						
Conflict management, cooperation between workers same level	X					X
Marketing	X					X

7 - JOB PROSPECTS

Regarding the forecast for the next five years the following entities valued sources of employment:

Portugal:

- Entertainers

- Romania:

Kineto-therapy and massage (SPA), physiotherapist, sports and Animator Monitor.

Employees who have skills in speaking foreign languages and are trained to communicate with foreign cultures

Only two of the organizations interviewed in Romania and Portugal are concerned that "some jobs disappear"

The entities have agreed to the creation of new jobs: socio-cultural animators
Kineto-therapy, massage

There will be a change of some jobs, particularly nurses will be replaced by physician assistant with secondary education (RO); Medical assistant with secondary education will be replaced by the medical assistant with a university degree

Some entities mentioned that existing jobs will be redefined specifically related professionals working in the reception department.

- Spain:

Masseur for treatment center (Spa, hotels, etc), airport Manager, Revenue Manager, monitors adventures, specialists in online sales, according to personal monitors customer needs.

8- FORMATION

Portugal	Ninguno	No Mucho	Suficiente	Mucho
Universidad		X		XX
Politécnica		XX		
VET / Ciclos Formativos		X	X	X
Formación Continua			X	XX
Romania	Ninguno	No mucho	Suficiente	Mucho
Universidad		XX	X	
Politécnica				
VET/Ciclos Formativos		XXX		
Formación Continua		X	XX	
Italy	Ninguno	No mucho	Suficiente	Mucho
Universidad				
Politécnica				
VET/ Ciclos Formativos				
Formación Continua				
UK				
Universidad				
Politécnica				
VET/Ciclos Formativos				
Formación Continua				
Malta				
Universidad				
Politécnica				
VET/Ciclos Formativos				
Formación Continua				
Spain				
Universidad	X			
Politécnica				
VET/Ciclos Formativos				
Formación Continua	X			

An entity of Romania said "the best way to develop the necessary skills is job training"

9 . TRAINING COURSES REQUIRED TO AVOID DISTURBANCES

According to the interviews, the major and required courses in relation to some areas and occupations are:

Romania: Ozone therapy, laser therapy, tour guide, ticket sales, the company says (insurance), book

Portugal: Training in behavioral and computer skills in sales and ccounting.Animation activities, first aid, conflict management and communication and behavioral sales.Interpersonal area.

Behavioral skills training and computer sales and counting.Animation activities, first aid, conflict management and communication sales.Interpersonal and the area of behavior

Spain: Language, Customer service, Entrepreneurship, Management of new applications (computer). Managers of activities and events. Monitors adventure (adventure tourism). Monitors route.