

INTERNATIONAL WORKSHOP LEONARDO  
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# Mentor supported E-learning in Bulgaria

*Activities, experiences, results,  
suggestions, and conclusions*

Bulgarian Association for Alternative Tourism



Education and Culture DG

Lifelong Learning Programme

# Trainings by BAAT so far

- Over 600 trained individuals from its founding in 1998
- Project based trainings with limited duration at different regions
- High dependence on funding due to lack of own resources
- Primarily basic level of training for ‘beginners’



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# Members' education needs

- Time-saving and highly effective training
- 'up-to-date' and 'state-of-art' information regarding innovations in rural tourism
- Information relevant to the specifics of their country, region and economic situation
- More terrain observation and informal communication between providers to share problems and solutions
- Practically oriented training that enhances the quality of the service



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# Mentors and their training

- beginning 'from scratch'
- our mentors: secretariat's staff (2), members of the Board (6), staff of member organisations (12)
- high interest on the part about communication tools
- clearly stated need for more instructions on how to use Moodle
- expressed need for more teaching hours (presential training)



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# Training materials for testing

- the course on ICT was better attended than the course on Starting a business in tourism
- trainees find materials sometimes too difficult or long
- mentors proposed for the future to look for and develop courses that are practically oriented to tourism sector in Bulgaria
- the courses introduced will be useful for new members of BAAT who start their business



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# Results from testing

- a serious obstacle with explanation to trainees about how Moodle works
- some trainees got used to it and some not
- trainees exchanged information gathered on their own but continue to use e-mails rather than the News forum
- people lacked the personal contact as most trainees remained at distance from their mentors



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# Topics for future online courses

More practically oriented topics including:

- how to run your business in a sustainable way
- specifics in service within different nationalities
- language courses
- moodle courses
- online marketing
- innovations in tourism



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# Conclusions

- the project stimulated the communication between members **and attract potential members**
- the created e-learning environment is fully customizable for future trainings
- motivation to study depends on the efficiency of the information and skills provided by the training



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