



## National context report

Spain



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## VET system in Spain

### Purpose

The purpose is to regulate vocational training initiatives and programs for employment, the requirements and limits of training activities, their recipients, and the method for accrediting the skills acquired by workers, as well as the instruments of the integrated information system and the operational framework of the vocational training system for employment.

### Objective

The objective of the vocational training system for employment in the labor sector is to promote and extend training among companies and workers, both employed and unemployed, that enhances employability, professional and personal development, and responds to the needs of the productive system and business competitiveness, contributing to a knowledge-based productive model.

### Competence distribution

In 2020, the distribution of competencies regarding vocational training for employment was established between the Ministry of Labor and Social Economy and the Ministry of Education and Vocational Training, as outlined in Royal Decree 499/2020 of April 28, which develops the basic organizational structure of the Ministry of Labor and Social Economy, and amends Royal Decree 1383/2008 of August 1, which approves the organizational structure and institutional participation of the State Public Employment Service (SEPE), and Royal Decree 498/2020 of April 28, which develops the basic organizational structure of the Ministry of Education and Vocational Training.

The first final provision of Royal Decree 499/2020 of April 28, which develops the basic organizational structure of the Ministry of Labor and Social Economy, amends Royal Decree 1383/2008 of August 1, approving the organizational structure and institutional participation of the State Public Employment Service (SEPE), assigning SEPE the management of employment and vocational training programs for employment that it is legally responsible for, and are included in its expenditure budget.

Regarding training for employment, the Ministry of Labor and Social Economy, through SEPE, is responsible for:

- Training aimed at public administration, alternating training, training with a commitment to hiring, training linked to the reserve fund, training related to social dialogue and collective bargaining, and company training programs aimed at improving competencies, as well as training programs for employed workers when these training activities are not linked to professional certificates and are associated with the SEPE training catalog.

In turn, Royal Decree 498/2020 of April 28, which develops the basic organizational structure of the Ministry of Education and Vocational Training, establishes in Article 5.3 that the Ministry, through the General Secretariat of Vocational Training, is responsible for the following functions, among others:

- The organization, development, evaluation, management, and innovation of vocational training in the educational system and for employment, specifically regarding the latter, vocational training for the unemployed and employed workers, including national and

regional calls when these pertain to training linked to professional certificates, including dual vocational training in the educational sector. It is also responsible for establishing and updating vocational training qualifications, specialization courses, and professional certificates.

- Establishing the guidelines for issuing official Spanish vocational training diplomas, and other certifications and accreditations related to vocational training, as well as maintaining a general registry of all vocational qualifications, certificates, and partial vocational training accreditations.
- Organizing procedures for evaluating and accrediting basic and professional skills acquired through work experience and non-formal and informal training, creating support tools for these, and registering accredited individuals, as well as developing these procedures for the areas covered by the regulatory framework.
- Coordinating the national network of reference centers and approving their multi-annual action plans, in collaboration with other involved administrations.

Notwithstanding the above, the Autonomous Communities will continue to be the competent administrations within their territorial scope for managing vocational training for employment as a whole.

## Recipients of training initiatives

Recipients of Vocational Training for Employment include both employed and unemployed workers, as follows:

- In company-sponsored training programs, salaried workers employed in companies or public entities not covered by training agreements within public administrations, who contribute to Social Security for vocational training, including permanent seasonal workers during non-working periods, workers who become unemployed while participating in a training program, and workers affected by temporary employment regulation files, contract suspensions, or reduced working hours due to economic, technical, organizational, or production-related causes or force majeure, may participate. Likewise, workers from groups whose contribution regime includes vocational training payments may participate under certain conditions.
- In training programs for employed workers, participants may include workers from the above group and those whose contribution regime does not yet include vocational training payments. Non-professional caregivers for individuals in situations of dependency and caregivers promoting personal autonomy and caring for dependent individuals may also participate if the training activities are related to this priority care area. Workers affected by temporary employment regulation files, contract suspensions, or reduced working hours due to economic, technical, organizational, or production-related causes or force majeure may also participate in any training program, regardless of its type or sectoral scope. In this case, workers are not considered unemployed for the purposes of participation limits set in Article 5.1.b), second paragraph, of Royal Decree 694/2017 of July 3, as they maintain their employment relationship, even if their contract is suspended or working hours are reduced.

- In training programs for unemployed workers, individuals registered as job seekers in public employment services may participate. Registration is not required when a specific regulation so provides, particularly in the case of young people registered in the National Youth Guarantee System File. Priority is given to unemployed individuals with low qualifications in these training programs. Workers affected by temporary employment regulation files, contract suspensions, or reduced working hours due to economic, technical, organizational, or production-related causes or force majeure may also participate. In this case, workers affected by temporary employment regulation files are not counted as employed for the purposes of the limit established in Article 18.4 of Order 368/2019 of March 28.
- In alternating training with employment, workers hired under alternating contracts and unemployed workers may participate under the terms established by the specific regulations governing dual training linked to alternating employment contracts, as well as public employment-training programs.
- Public sector employees, individuals in prison, and military personnel with temporary relationships with the Armed Forces may also participate in vocational training for employment.
- Priorities may be set for training participation for workers facing greater challenges in maintaining employment or securing work, taking into account groups identified by the current Spanish Employment Activation Strategy.
- Measures will be taken to promote the accessibility and participation of individuals with disabilities or those in particularly vulnerable situations.
- Female victims of gender violence will participate in training programs offered annually by public employment services in accordance with Article 7.b) of Royal Decree 1917/2008 of November 21. Training needs of specific groups may also be identified and addressed within the framework of the Vocational Training System for employment in the labor sector.

## Training Activities

A training activity is understood to be one aimed at acquiring and improving workers' professional skills and qualifications, and may be structured into several training modules with their own objectives, content, and duration. In training programs for employed and unemployed workers, training activities must refer to the SEPE's Training Specialty Catalog, and their duration, content, and delivery requirements are established within it, as well as in the Royal Decrees approving professional certificates.

Training programs for individuals in prison and military personnel with temporary relationships with the Armed Forces must refer to the Training Specialty Catalog. In company-sponsored training programs, it is not mandatory for training activities to be linked to the Training Specialty Catalog. In this case, the duration, content, and delivery requirements of the training activities are determined by the companies themselves. However, activities of an informational or

outreach nature that do not aim to develop a training process, and those lasting less than two hours, will not be considered training activities.

A worker's participation in training activities cannot exceed 8 hours per day unless a company-sponsored training activity is delivered in a single session lasting longer than that. In any case, the hours allocated to training activities must comply with legally or conventionally established limits. These limits include, where applicable, the hours of practical training in workplaces corresponding to each professional certificate, as well as the hours of non-work-based practical training for programs not leading to professional certificates. When training activities are delivered through e-learning, the number of hours mentioned above will apply both to participants' training and tutors' time commitment. SEPE's electronic headquarters (<https://www.sepe.es>) provides access to an information search engine on vocational training for employment, both for employed and unemployed workers.

## Modalities

Training activities can be delivered in face-to-face, online, or blended formats.

### Face-to-face modality

- Training delivered through the face-to-face modality must adhere to quality standards that enable competency-based learning and ensure an aligned learning process, along with ongoing monitoring and evaluation. In this context, competencies are understood as the acquisition of skills, knowledge, and abilities.
- Face-to-face training is organized into groups of up to 30 participants. For training related to professional certificates, the maximum is 25 participants.

### Online modality

- Training is considered to be in the online modality when the face-to-face portion of the course is 20% or less of its total duration.
- When training is conducted partially or entirely through online learning, this modality must be delivered via a virtual learning platform that allows for interaction between students, tutors, and resources located remotely. The platform should ensure the management of content, a systematic learning process for participants, continuous and real-time monitoring, and the evaluation of the entire process. The delivery of the training must include appropriate methodologies for this format, supplemented with tutorial support, and must meet accessibility and universal design standards as established by law.
- In online training, there must be at least one tutor for every 80 participants.

### Blended modality

- Blended modality refers to training that combines both face-to-face and online learning for the same course. In blended learning courses, the limits outlined in the previous sections apply depending on the specific format of delivery.

**Accreditation of Professional Competencies** Participants who have completed and passed a non-formal training program not aimed at obtaining a professional certificate will receive an accrediting diploma from the competent authority. This diploma will at least include the name of the training activity, the training content, the delivery format, the duration, and the period during which it was delivered. Additionally, participants who did not pass the evaluation will receive a certificate of attendance.

**Training Centers and Entities** The following may provide professional training for employment:

- Companies that deliver training activities for their own workers, workers from their group or business network, or for unemployed individuals with a hiring commitment or other agreements with public employment services. These companies may use their own resources or outsource, provided that the resources are suitable for the purpose.
- Competent Public Administrations in charge of professional training for employment, either through their own suitable centers for delivering training or through agreements or partnerships with accredited public entities or companies for delivering training. In such cases, the latter cannot subcontract the training activities to third parties. Contracting teaching staff is not considered subcontracting. In any case, National Reference Centers and publicly-owned Integrated Vocational Training Centers are considered public centers.
- Accredited and/or registered training entities, both public and private, in the relevant registry, as specified in the following article, for providing professional training for employment, including privately-owned Integrated Vocational Training Centers. Workers from these entities can participate in the training activities they manage, up to a limit of 10% of the total participants, and without exceeding 10% of their total workforce. These entities cannot subcontract the training activity they are awarded to third parties. The hiring of teaching staff for delivering the training is not considered subcontracting in this context. Accredited and/or registered training entities that wish to offer any of the specialties included in the Catalog of Training Specialties must be registered in the State Register of Training Entities, a public registry that will be coordinated with the corresponding registries of autonomous communities for the registration of training entities in their territories. The information from these registries will be integrated into the national system. Regardless of the obligation to notify the start and completion of training activities, the registration requirement does not apply to companies delivering training to their employees, either through their own means or by contracting services. Registration is also not required when the training is delivered by the company itself through online platforms located abroad, as long as it involves multinational companies. If the company opts to outsource the organization of the training to an external entity, that training provider must be registered in the relevant registry, even if the training is not included in the Catalog of Training Specialties. The registration in the aforementioned registry is not constitutive in nature. Training entities interested in registering to provide training specialties that are not aimed at obtaining Professional Certificates must submit a responsible declaration to the competent Public Administration regarding the fulfillment of the required conditions. Submitting the responsible declaration will authorize the entity to start its activity from the moment of submission. The competent Public Administration will proceed to automatically register the training entity in the registry based on the submitted responsible declaration, without prejudice to subsequent supervision of compliance with the requirements. In any case, accreditation and/or



registration will be valid nationwide, in accordance with Article 20 of Law 20/2013, of December 9, guaranteeing the unity of the market. Training centers and entities must undergo quality controls and audits as established by the competent Administrations.

### **Financing of Training Activities**

- The professional training system for employment in the workplace will be financed, in accordance with the General State Budget Law, by funds from the training quota paid by companies and workers, with aid from the European Social Fund, or other European initiatives, and with specific contributions from the State Public Employment Service and the Ministry of Education and Vocational Training. Similarly, to ensure the universality and sustainability of the system, it can also be financed by any other training contributions that may be established for other beneficiary groups in the General State Budget for each fiscal year.
- Autonomous Communities, within the scope of their authority, may allocate their own funds to finance training initiatives, using the funding mechanisms they determine to exercise their organizational autonomy.
- Each year, a proposal will be determined for the distribution of the budget allocated to finance the professional training system for employment in the workplace.
- This proposed distribution will be submitted for review by the General Council of the National Employment System.
- The portion of employment training funds specified in the General State Budget to be managed by the State Public Employment Service will be applied to training actions and initiatives requiring coordinated and uniform action to integrate the various multisectoral and interterritorial components involved in the respective aid programs. These funds will also be used for training actions and initiatives related to the exercise of exclusive State competencies or those aimed at immigrant workers in their countries of origin.

### **Company-Organized Training**

#### Purpose and Characteristics

- Company-organized training must relate to the company's activities and align with the training needs of the company and its workers.
- These training needs can be met through company-organized training programs for their workers under R.D. 694/2017, of July 3, including those designed to fulfill the workers' right to 20 hours of annual paid leave for professional training. To this end, the most representative business and trade union organizations may negotiate training plans as part of collective bargaining agreements.

#### Eligible Companies

- All companies or public entities that are not part of the public administration training agreements, have workplaces in the national territory, regardless of their size, sector, or location, that provide training for their workers, and contribute to professional training may benefit from the training credit system.

## Organization and Execution of Training

- Companies may organize the training of their workers independently, using their own resources and/or by contracting external services.
- In the case of a group of companies, each company can organize training independently or together with some or all of them, using their own resources or contracting external services.
- Companies may also choose to entrust the organization of all or part of their scheduled training to one or more of the following external organizations or entities:
  - Business or trade union organizations.
  - Parity structures established in the context of collective bargaining with their own legal personality.
  - Associations of self-employed workers and social economy organizations.
  - Other external entities, including training entities accredited and/or registered in the corresponding register authorized by the competent Public Administration. Additionally, these organizations and external entities may act as organizing entities when companies with fewer than 100 workers decide to group together based on territorial or sectoral criteria to jointly and efficiently manage their respective training credits, bearing in mind that each company in the group may only use its own training credit.
- The training can be delivered by the organizing entity itself or another different entity, provided that in both cases they are accredited training entities and/or registered in the register of training entities authorized by the competent Public Administration.

## Training Credit Assigned to Companies

- Companies will annually receive a "training credit" that they can apply through deductions in their Social Security contributions. The amount will be determined by applying a percentage, established in the General State Budget Law, to the amount the company paid the previous year for professional training contributions, guaranteeing a minimum training credit as determined by the Law.
- Companies that open new workplaces during the corresponding fiscal year, as well as newly created companies, may benefit from these deductions when they add new workers to their workforce. In such cases, companies will have a "training credit" determined by applying the amount specified in the General State Budget Law to the number of new employees, ensuring a minimum training credit for newly created companies.
- Before applying the training credit, companies that open new workplaces and newly created companies must inform the competent Public Administration about the circumstances that give rise to this credit.



- Companies with fewer than 50 workers may, during the first half of the current fiscal year, notify the competent Public Administration of their intention to accumulate their training credit for the following year or the next two years. The unused credit in one fiscal year may be applied to the next or the following two years, as per the company's expressed intention. Any unused credit in the last of these fiscal years will be considered forfeited and cannot be reclaimed for future years.
- Companies may group together for business efficiency to jointly and efficiently manage their respective training credits. Companies with fewer than 100 workers may also group by territorial or sectoral criteria.

### **Obligations of Beneficiary Companies**

- Respect the right of workers' representatives to be informed and consulted about the planned training actions.
- Notify the competent Public Administration of the start and end of the training activities and ensure the training is suitable for the company's business.
- Account for all training-related expenses and the applied deductions separately under the heading "professional training for employment."
- Keep the documentation justifying the training for which they received Social Security contribution deductions available for the relevant authorities. If the company ceases operations before the four-year retention period ends, they must send a copy of this documentation to the competent Public Administration via the State Foundation for Employment Training.
- Submit to follow-up, control, and evaluation actions by the competent Public Administrations and other regulatory bodies, ensuring these actions are carried out satisfactorily.
- Ensure the custody of documentation proving the daily attendance of participants in the training sessions. A control document model, available on the State Foundation for Employment Training's website, must be used to record the necessary attendance data.
- Distribute quality evaluation questionnaires to all participants who complete the training, collect, and retain the completed questionnaires.
- Guarantee that training initiatives are free for participating workers.
- Ensure the company is up to date with its tax and Social Security obligations when applying for deductions.
- Comply with other obligations established in this royal decree or other regulations governing professional training for employment in the workplace.
- In the case of transformations, mergers, or divisions, the resulting companies must notify the competent Public Administration of these changes during the fiscal year in which they

occur through the electronic system available on the State Foundation for Employment Training's website.

### **Communication of Training Actions**

- Companies must notify the start and end of the scheduled training initiatives, ensuring the successful execution of the training activities, the follow-up, control, and evaluation functions, and that the training meets the companies' and workers' needs.
- Companies and external entities tasked with organizing the training must communicate information about each training action and each group in which it is delivered. This information must include, at a minimum, the name and basic content of the training action, the delivery method, the expected number of participating workers, the number of teachers and/or tutors, and the date, time, and location of the training. It must also include the corporate name and tax identification number (NIF) of each participating company.
- Before applying the corresponding deduction, companies must notify the completion of each training group with information about the name of the completed training action, the list of workers who completed the training, the number of training hours, and the total cost, indicating the maximum deductible cost.
- The communications about the start and end of the training mentioned in the previous section must be made to the competent Public Administration through the electronic system implemented by the State Public Employment Service, with technical support from the State Foundation for Employment Training, within the framework of the National Employment System. The regulations concerning the design, access, and management of this electronic system, as well as the deadlines for these communications, will be established by an order from the Ministry of Labor and Social Economy.

### **Competent Administration**

- For the purposes of monitoring, control, and evaluation of the training scheduled by companies, "competent administration" refers to the respective regional government (Comunidad Autónoma) for companies that have all their workplaces within that region, and the Public Employment Service (SEPE) for companies with workplaces in more than one region.
- The State Public Employment Service (SEPE), with the technical support of the State Foundation for Employment Training, is responsible for developing and executing the functions and activities assigned to it under R.D. 694/2017, of July 3rd. Specifically, it is responsible for designing, implementing, and managing the electronic system used to communicate the start and completion of training activities to the competent Public Administration.

## Training Offer for Employed Workers

### Objective and Characteristics

- The training offer for employed workers aims to meet the productivity and competitiveness requirements of companies, adapt to changes in job roles, and address workers' aspirations for professional advancement and personal development. This training equips workers with the skills needed to perform various professions and improve their employability, targeting unmet needs not covered by company-specific training programs.
- The training offer for employed workers will be delivered through:
  - Sector-specific training programs.
  - Cross-sectoral training programs.
  - Qualification and professional recognition programs.
- In programming the training offer for employed workers, the competent Public Administrations must ensure training in sectoral and cross-sectoral skills and those linked to qualification and recognition programs identified as priorities in the multi-annual scenario and the annual report of training needs prepared by the Ministry of Labor and Social Economy. This will support employability and inter-sectoral mobility of workers.
- The training actions included in the above programs will be delivered by accredited and/or registered training entities. These entities are not permitted to subcontract the training activities they have been awarded. However, hiring teaching staff to deliver the training is not considered subcontracting. Hiring teaching staff refers exclusively to contracting individuals.

### Sectoral Training Programs

- These programs consist of training actions aimed at workers to meet the general training needs of a specific sector and address its particular training needs. These programs can also include retraining and requalification of workers from sectors in crisis.
- The training offer in these programs should anticipate the changes identified in the multi-annual scenario of professional training for employment, to meet the training needs of sectors that drive growth and job creation, as well as sectors undergoing transformation, and to address the requalification needs of their workers.

## **Cross-Sectoral Training Programs**

- These programs consist of training actions aimed at developing cross-sectoral skills relevant to multiple sectors of economic activity. These skills must be prioritized to respond to identified trends and promote employability and inter-sectoral mobility of workers.
- The identification of training needs, as well as the design, programming, and dissemination of these cross-sectoral training actions, will be carried out with the participation of the most representative business and trade union organizations, as well as those relevant to the specific area of activity.

## **Training for Self-Employed Workers and the Social Economy**

- Self-employed workers and those in the social economy can participate in the sectoral and cross-sectoral training programs mentioned above.
- The identification of training needs, as well as the design, programming, and dissemination of training actions for self-employed workers and the social economy, will be carried out with the participation of representative intersectoral organizations of the self-employed and the social economy, as well as those with significant presence in the relevant area of activity.
- The State Foundation for Employment Training, with a prior report from the Directorate-General for Self-Employment, Social Economy, and Corporate Social Responsibility, will allocate a specific budget for financing this training.

## **Training Offer for Unemployed Workers**

### **Objective and Characteristics**

- The competent Public Administrations, with a mandatory but non-binding report from the most representative business and trade union organizations, will program a training offer for unemployed workers. This will be tailored to the individual training needs of each worker, based on their profile, and the needs of the production system, aiming to equip them with the skills required by the labor market and improve their employability.
- The training offer for unemployed workers will be delivered through the following programs:

- Training programs of the public employment services aimed at meeting the training needs identified in personalized integration pathways, job offers, and the annual report.
- Specific training programs for unemployed individuals with special training needs or difficulties in professional integration or requalification.
- Training programs that include commitments to hire.
- Unemployed workers may participate in training programs designed for employed workers, and the competent Public Administrations will encourage the participation of unemployed people in qualification and recognition programs. The training actions may also focus on promoting self-employment and the social economy. In general, priority will be given to unemployed workers with low levels of qualification.
- Non-certification training actions for unemployed individuals may include non-working internships in companies, linked to these training actions, under an agreement between the company and the training entity.

## Grants and Scholarships

- Unemployed workers participating in training activities, including non-work internships, may receive financial assistance for transportation, meals, and lodging, as well as for balancing their training attendance with caring for children under 12 or dependent family members. The amount and conditions for this assistance will be determined by regulations. In addition to this financial support, scholarships may exceptionally be granted to certain groups of unemployed workers. Scholarships will also be available specifically for individuals with disabilities.

## Training Programs of Public Employment Services

- Regional governments, within their respective areas of responsibility, and the State Public Employment Service (SEPE) in the cities of Ceuta and Melilla, will include training activities in their programming to address the training needs identified by public employment services through personalized insertion pathways and job offers, with the primary goal of achieving the labor insertion or reinsertion of unemployed workers in jobs required by the labor market.
- The training mentioned above will be provided by accredited and/or registered training entities.
- Funding for training programs for unemployed workers will be provided through grants, public procurement procedures, or other legally appropriate methods. Competent public employment services may also fund training activities for unemployed workers through the implementation of a training voucher system.

## Other Training Initiatives

### Individual Training Leave

- Individual training leave is a type of leave that the employer grants a worker to participate in a training activity recognized with an official qualification or certification, including those for professional training titles and certificates of professionalism, or a university degree. The purpose is to support the worker's professional and personal development, as long as the training is not mandatory for the employer. The training must be conducted entirely in person, or, if not, it must include mandatory in-person classes, practical sessions, or tutoring. This leave may also be authorized for workers to participate in the processes for evaluating and accrediting their work experience and other informal or non-formal learning, as provided in Royal Decree 1224/2009, of July 17th.
- If the company denies authorization for the leave, it must justify the decision on organizational or production grounds and communicate it to the worker.
- The funding for salary costs during the leave is limited to a maximum of 200 working hours per permit, per academic year, or calendar year, depending on the duration of the training.
- Only the hours of work that the worker actually misses due to attending the training will count towards funding, except in the case of night workers, where rest hours may be counted as work hours. Travel time from the workplace to the training center may also be counted as work hours if it overlaps with the worker's schedule.

### Work-Integrated Learning

- Work-integrated learning aims to promote training that responds to labor market needs through a mixed process of employment and training, allowing the worker to combine formal learning with professional practice on the job.
- This training includes dual training through work-integrated contracts, as provided in Article 11.2 of the Workers' Statute, approved by Royal Legislative Decree 2/2015, of October 23rd, and modified by Royal Decree 32/2021, of December 28th, and the mixed public employment-training programs approved by Public Administrations, which will be governed by their specific regulations and, subsidiarily, by this royal decree and its implementing regulations.
- Unemployed workers participating in mixed employment-training programs approved by Public Administrations may receive scholarships and other support, as provided by the specific regulations.



## Non-Work Professional Internships Linked to Training Activities

- According to Article 19 of Order TMS 368/2019, of March 7th, training activities not linked to certificates of professionalism, aimed at unemployed individuals, may include non-work professional internships in companies related to the content of the training, provided an agreement is signed between the company and the training entity. The agreement, which will be communicated to the intern, must describe the content of the internship, its duration, location, schedule, and the system for mentoring and evaluating the intern. Before the internships begin, the legal representatives of the company's workers must be informed of the agreement, as well as a list of the interns participating.
- The management of non-work professional internships may be carried out by the training entities providing the training or by the competent Public Administration, which may also request the collaboration of expert entities in these tasks.
- Companies may receive financial compensation per intern/hour of internship, which will include the cost of an accident insurance policy and civil liability coverage. Competent Public Administrations may allocate a specific amount per intern and hour of internship to compensate for the cost, as provided in Annex II of Order TMS 368/2019.
- The amount of compensation will be granted directly, in accordance with Article 6.5.d) of Law 30/2015, of September 9th. Compensation may also be paid directly to the company by the training entity if the grants or aid they receive include this compensation as an eligible expense.
- The completion of the internships must be justified to the competent Administration according to the terms of the agreement, with the participation, where applicable, of entities involved in the management.
- Workers will be covered for accident and civil liability risks related to their participation in the internships, and they may also be eligible for scholarships and/or financial assistance regulated in this order.

## Evaluation of the Quality of Training Activities for Employment

- Each competent Public Administration, within its respective jurisdiction, will ensure the quality of training offers and cooperate in defining and developing evaluation processes for the National Qualifications and Vocational Training System. Additionally, it will oversee the quality of vocational training for employment in its respective area of responsibility, in accordance with Article 22 of Law 30/2015, of September 9th.
- Each competent Public Administration will conduct a continuous evaluation process of vocational training for employment within its area of operation, as established by Article 21 of Law 30/2015, of September 9th.
- The competent Public Administrations of the Autonomous Communities, as well as the most representative business associations and trade unions, will collaborate with the State Public Employment Service in developing and implementing the annual plan for

evaluating the quality, impact, effectiveness, and efficiency of the vocational training system for employment in the workplace. The conclusions and recommendations from this evaluation must lead to improvements in the system's functioning.

- Each competent Public Administration will also promote the implementation of continuous quality improvement systems and devices in the centers providing the training. To measure quality, it will set criteria and indicators based on instruments developed for this purpose.
- The training centers and entities themselves will collaborate in evaluating the training they provide. Calls for proposals, decisions, contracts, and agreements will determine the basic criteria and indicators for this evaluation, the representative sample size to be evaluated for the training groups, as well as the portion of the grant allocated for this purpose, if applicable.
- In accordance with Article 21.5 of Law 30/2015, of September 9th, the competent administrations will publish the results of the evaluations conducted, providing a clearly accessible and identifiable information and consultation space for this purpose.

## Market needs in tourism sector in Spain

The Canary Islands have a strong tourism industry that is a major driver of the local economy. However, like many regions, the sector is facing challenges in terms of meeting the evolving needs of tourists and adapting to changes in the industry.

Here are some specific labor market needs within the tourism industry in the Canary Islands:

- **Demand for multilingual professionals:** With the increasing number of international tourists visiting the islands, there is a high demand for professionals who are fluent in multiple languages, particularly English, German, and French. This is especially true for front-of-house staff such as receptionists, concierges, and tour guides. Multilingual capabilities are now seen as a core competency in the tourism workforce, reflecting the increasingly global nature of the industry.
- **Need for specialized skills in sustainable tourism:** As the tourism industry faces growing pressure to become more sustainable, there is a need for professionals with specialized skills in areas such as renewable energy, waste management, and eco-friendly practices. This includes professionals in roles such as sustainability managers, eco-tour guides, and green hotel managers. The push towards sustainability is not just a regulatory need but also a market demand, as tourists, particularly from Europe, seek environmentally responsible destinations.
- **Shortage of skilled workers in hospitality technology:** The increasing use of technology in the tourism industry, such as online booking platforms and property management systems, has created a demand for professionals with skills in hospitality technology. This includes professionals in roles such as IT support specialists, digital marketing specialists, and revenue management analysts. Given the increasing reliance on technology, it is crucial to bridge the current skills gap in hospitality technology to keep the region's tourism industry competitive and innovative.

- **Lack of qualified professionals in tourism management:** There is a shortage of qualified professionals in tourism management roles, such as general managers, operations managers, and marketing managers. This is due in part to the fact that the tourism industry has grown rapidly in recent years, outstripping the supply of qualified professionals. The shortage is largely due to the sector's rapid expansion, and there is an urgent need for training and education programs that can produce qualified managers with industry-specific expertise.

In addition to these specific labor market needs, there is also a general need for tourism professionals to have strong customer service skills, a passion for the industry, and the ability to adapt to change. The tourism sector in the Canary Islands is evolving, with clear labor market needs emerging in response to global trends and local challenges. Multilingual skills, expertise in sustainability, hospitality technology, and tourism management are all in high demand. Addressing these gaps through targeted education and training will be critical in maintaining the region's position as a premier tourist destination while adapting to new market realities and future growth.

In conclusion, the tourism sector in the Canary Islands is evolving, with clear labor market needs emerging in response to global trends and local challenges. Multilingual skills, expertise in sustainability, hospitality technology, and tourism management are all in high demand. Addressing these gaps through targeted education and training will be critical in maintaining the region's position as a premier tourist destination while adapting to new market realities and future growth.

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