

DTS-129

Accessible Tourism

Programme Name and Code: Diploma in Tourism Studies (DTS-26)

Course Name and Code: Accessible Tourism (DTS-129)

Semester: 2nd

Objectives: The objective of accessible tourism is to ensure equal access, enjoyment, and participation in tourism for all people, regardless of their physical, sensory or cognitive abilities.

Block-1	
Introduction to Disability and Accessible Environment	
Unit-1	Understanding Disability: Meaning, Definitions, features and Disability statistics and demographics.
Unit-2	Types of Disability: Hearing Impairment (HI), Visual Impairment (VI), Intellectual and Developmental Disabilities (IDD) and Mental Retardation (MR).
Unit-3	Problems and Challenges faced by Disabled People: Physical, Economic and Socio-Cultural.
Unit-4	Accessible Infrastructure: Accessibility in transportation (air, rail, road and water), Accessible accommodation facilities, Signage, pathways, restrooms and other amenities.
Block-2	
Policy and Institutional Framework for Disability and Accessibility	
Unit-5	Rights of Persons with Disabilities (RPwD) Act, 2016
Unit-6	Role of the Ministry of Social Justice and Empowerment
Unit-7	UNCRPD (United Nations Convention on the Rights of Persons with Disabilities)
Unit-8	Accessible India Campaign (Sugamya Bharat Abhiyan)
Unit-9	Role of UNWTO and international guidelines
Block-3	
Foundations and Stakeholders of Accessible Tourism	
Unit-10	Introduction to Accessible Tourism: Meaning, definition, features, importance and evolution. The difference between accessible and inclusive tourism.
Unit-11	Accessible Tourist Attractions: Designing and managing accessible heritage sites, museums and natural parks, Guidelines by Archaeological Survey of India (ASI) and Best practices from global destinations.
Unit-12	Role of Stakeholders in Accessible Tourism: Involvement of governments, tourism operators, NGOs and communities.
Unit-13	Barriers in Accessible Tourism and Their Impact: Physical, Economic, Socio-Cultural, informational and institutional barriers.
Block-4	
Implementation and Promotion of Accessible Tourism	
Unit-14	Role of Travel Intermediaries: Responsibilities of travel agencies and tour

	operators (designing accessible itineraries and packages and Accessible information, booking systems and customer care)
Unit-15	ICT and Digital Accessibility: Web accessibility and WCAG guidelines, Accessible tourism apps and online platforms and the role of technology in enhancing independent travel.
Unit-16	Human Resource Development for Accessible Tourism: Sensitisation and training for hospitality and tourism staff, Disability etiquette and service delivery and Role of educational institutions in promoting accessibility awareness
Unit-17	Marketing Strategies for Accessible Tourism: Market potential of accessible tourism, Branding and communication strategies and role of media and digital marketing in promoting inclusive tourism

Suggested Readings:

- Buhalis D. & Darcy S. (2010). *Accessible Tourism: Concepts and Issues*, published by Channel View Publications, Bristol, UK.
- Dr. Mumthas S., & Dr. T. Rajesh ACMA. (2023). *Accessible Tourism*, published by Iterative International Publishers (IIP)
- Abbate T. (2023). *Tourism and Disability: An Economic and Managerial Perspective*, published by Springer.
- Government of India. (2016). *The Rights of Persons with Disabilities Act*.
- United Nations World Tourism Organisation (UNWTO). *Manual on Accessible Tourism for All*