

PERSONAL INFORMATION

Dr. Franz Heffeter



 16 Gschwandnerweg, St. Gilgen, 5340, Austria

 +43 6227 7447  +43 664 42 15 381

 franz@heffeter.com

 www.ale.or.at



Gender: Male,

Born: 26/06/1955, Vienna

Citizenship: Austria

ACTUAL POSITION

Principal/Dean of Tourism Schools Klessheim
Member of the Austrian ECVET experts team
Consultant for the Austrian NQR certification process (NQR5 and NQR6 for Graduates of Vocational Colleges)
President of SKAL International Austria
President of SKAL International Salzburg
Chairman of the ALE (Arbeiten und Lernen in Europa) Foundation
Associate Professor at Pedagogical University Salzburg

WORK EXPERIENCE

See below in order of fields of work

Principal/Dean

- 1996 - 2018 Principal/Dean Klessheim International School of Tourism
- 1996 – 2003 Dean Institute of Tourism and Hotel Management Kleßheim
- 1985 – 1996 Principal HLW Ried am Wolfgangsee

Lecturer / Trainer

- Since 2018 Member of the experts team of Kulturkontakt Austria (now OeAD) for School-Business projects in West Balkan countries, esp. Kosovo, Albania, North Macedonia. Main projects are “School meets Business” for development of establishing special positions in the school hierarchy (BLOs), Quality Management projects (together with Dieter Wlcek, online training modules and gender issues (both together with Elke Szalai)
- Since 2011 Member of the Austrian ECVET Experts Team
Austrian Agency for Lifelong Learning, OEAD
developing ECVET elements in Erasmus+ applications
seminars and workshops for ECVET, Erasmus+, LO descriptions, ...
consultant for several partners to structure new projects with strong ECVET focus
consultant in the final phase of the ECVET-TOUR II project
- 2010 – 2013 State University of Sochi - Workshops for skills and competences of staff in gastronomy and tourism
- Since 2010 University of Education Salzburg - Lecturer and trainer for teachers’ skills development; Seminars Workshops for competence oriented learning structures, outcome oriented evaluation of learning; seminars for comparison of international education structures and the outcome of the different programmes.
- 2000 – 2003 Lecturer at FH Steyr for International Business Etiquette (Department Global Sales Management)
- 1998 - 2000 Lecturer and trainer for Indonesian principals for School Management (international TS Salzburg project with VAIS)
- Since 1990 Lecturer and Trainer in seminars for teachers (Presentations Techniques, Business Communication, School Management, Project Management)
Austrian Ministry for Intern Affairs/Zivildienst Österreich:
- 1985 - 1996 Lecturer and trainer for civil servants (Conflict Management, “Politische Bildung”, “Gewaltfreie Verteidigung”), consultant and author of teaching material for the Ministry for Intern Affairs

Project manager and researcher

- Since 2018 Project coordinator for establishing Europaakademie Salzburg for the Tourismusakademie Salzburg (WKS and Land Salzburg DDr. Sebastian Huber/Dr. Reinhard Scharfetter)
Leading Expert for Kulturkontakte Austria to re-organize tourism education in Albania, Kosovo and Macedonia
- Since 2017 Leading partner of a Industrie 4.0 project “DigiTale” initiated by the Ministry of Education (BMB) aiming to establish better interlinks between industry and schools for establishing adequate and up to date professional relationship between schools and relevant industry partners especially on the digital sector (industry partner: SkiData)
- Since 2016 Consultant and evaluator for the international accreditation process of Austrian curricula and qualifications/graduations in the NQF and EQF (e.g. expert’s report for accreditation of higher vocational education on NQF level 5, actually in experts team for equivalency law to Ingenieursgesetz 2017 für HUM schools)
- Since 2007 Partner/ Researcher in EU funded projects, since 2016 leader of a KA2 project with colleges from UK and France
- 2012 - 2014 EU-project eCuisine - was nominated as one of the top 20 TOI projects with sustainability background by the PESTO conference in 2014
- 2007 - 2011 EU-project TOURBO - focus on assessment of qualifications
- 2002 - 2003 Member of the development team to establish a European eTourism Cluster (project of Land Salzburg and Salzburg Research)
- 1998 - 2000 University of Salzburg: Development of MBA for Tourism
Salzburg University of Applied Sciences: development of the Bachelor programme in tourism EMTA
- 1980 - 1985 Teacher for History and German
School Library Manager
- 1981 – 1996 Department Head Austria of Internationale Bergbaubibliographie Bochum
- 1978 – 1981 Researcher in Projects for Landesarchiv Salzburg and Salzburg State Government
- 1977 – 1985 Salzburger Nachrichten: Journalist (freelancer)
- 1975 - 1984 Book store manager and retailer (parttime/fulltime)

Consultant/Trainer in national and international institutions

- Development of the new Chamber of Commerce School Campus Klessheim (member of architects' competition jury, senior advisor in BMB negotiation team)
- ECO Himal in cooperation with Hotel Association of Nepal
- University of Applied Sciences in Steyr, OÖ
- Industry e.g. Greiner Packaging
- Austrian Ministry of Education – development of new curricula for Vocational Education in tourism
- University of Salzburg and Ministry of Education – Evaluation projects for vocational education in Austria
- Austrian Ministry of Education – development and implementation of quality and controlling programs for vocational schools
- Austrian Ministry of Internal Affairs – development of the course programme for civil servants

Author of schoolbooks for History, Presentation and Communication

Author of various articles on education and competence orientated teaching and learning

EDUCATION AND TRAINING

- Since 1980
 - Various seminars and trainings in school management, communication and budgeting at University of Education, WIFI and Ministry of Inner Affairs
 - School Management Programme of Landesschulrat für Salzburg
 - Job related seminars and congresses
- 1980
 - **Doctorate in Social and Economic History**
- 1979
 - University of Vienna
 - Master degree in education for teaching of German and History**
University of Vienna
- 1973
 - High School Matura**
BRG Hagenmüllergasse, Vienna

PERSONAL SKILLS

Mother tongue German

Other language(s)	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	C2	C2	C2	C2	C2

Levels: A1/2: Basic user - B1/2: Independent user - C1/2 Proficient user
Common European Framework of Reference for Languages

- Communication skills**
- good communication skills gained through long lasting experience as trainer and lecturer
 - intercultural skills based on planning and managing intercultural projects and activities abroad
 - mediating and negotiating skills gained in numerous conflict and crisis situations due to professional work and projects
 - presentation skills – part of daily work in conferences and workshops; contents of tutorial activities

- Organisational / managerial skills**
- leadership
 - conceptual skills
 - analytic skills
 - decision making and problem solving

- Job-related skills**
- good command of quality control processes (currently responsible for quality audit)

- Computer skills**
- highly competent with Microsoft Office (MS Word, Excel, PPT)
 - experienced in Office 365

- Driving licence**
- B

ADDITIONAL INFORMATION

See below

Publications Various Articles in „Salzburger Nachrichten“ 1977 – 1985.

Presentations Heffeter/ Zaisberger, Schrifttum zur Geschichte des Landes Salzburg. Teile 1-2. Mitteilungen des Instituts für Österreichische Geschichtsforschung. 90. Böhlau, 1982.

Heffeter u.a., Gesellschaft, Wirtschaft, Kultur im Wandel der Zeit 1 - 4. Österreichischer Bundesverlag, 1983 – 1988.

Heffeter, Vom „Stand!“ zum Spezialgeschäft. In: Werner Filek-Wittinghausen, Aus der Schatzkammer der Wiener Kaufmannschaft. Schendl, 1987

Heffeter, Die Salzschiffahrt von den Anfängen bis zu den Salzverträgen mit Bayern.1 – 2. In: MGSLK 1988, 1990.

Heffeter u.a., Zeitgeschichte und politische Bildung. Österreichischer Gewerbeverlag. 1990 (letzte Auflage 2004).

Heffeter u.a., Geschichte für Hauswirtschaftsschulen. Österreichischer Gewerbeverlag, 1991.

Heffeter u.a., Geschichte für Fachschulen. ÖBV, 1991.

Heffeter u.a., Epochen der Weltgeschichte 1 –3. Verlag Ed. Hölzel, 1992 – 1995.

Heffeter u.a., Gesellschaft, Wirtschaft, Kultur im Wandel der Zeit 1-2 – Neu. ÖBV, 1995 – 1996.

Heffeter u.a., Total Quality Management in der HLW „Austria“. BM:BWK 1996.

Heffeter, Ein Stil geht um die Welt. Die Hotelfachschule Kleßheim. In: Rituale der Gastlichkeit. Salzburg, 1997.

Heffeter, Presentation Techniques. ITH 1998.

Heffeter/Heffeter, Zur Beurteilung „besonderer“ Leistungen von Lehrem. Praxis der professionellen Schulleitung. Verlag Raabe, 1999.

Heffeter, Präsentationstechniken als Weg zu optimierter Konferenzgestaltung. In: Schulleiterhandbuch. Verlag Raabe 1999.

Heffeter, Aus dem GRG 3 in die Welt des Tourismus. Wien, Verlag des GRG3, 1999.

Heffeter u.a., Festschrift „The Institute of Tourism and Hotel Management 1967 – 2002.

Heffeter, Schlüsselqualifikationen für die Ausbildung im Tourismus. Kongressbericht INIT 2001.

Heffeter, Tourism Education. In Susan Hövik/ Kurt Luger: Ten Years and Beyond. Eco Himal and the Austrian Development Co-operation in Nepal and Tibet. Kathmandu. Verlag Eco Himal, 2002.

Heffeter, Schlüsselqualifikationen für die Tourismusausbildung. Studien-Verlag, 2002.

Heffeter/Heffeter, Klare Worte – Starke Bilder. Erfolgreich kommunizieren und präsentieren. ÖBV, 2004.

Heffeter, Internationale Tourismusausbildung als Beitrag zu nachhaltiger Entwicklung. In: Kurt Luger u.a.: Ferntourismus wohin? Studien-Verlag, 2004.

Heffeter u.a., Weltsichten 3. Ed. Hölzel, 2006.

Heffeter u.a., Weltsichten 4. Ed. Hölzel, 2007.

Heffeter, Austrian Hospitality – A Success Factor for Tourism in Salzburg. In: Orion Observatory. 10/2007

Heffeter u.a., Internationale Kommunikation in der Wirtschaft. Ed. Hölzel, 2008.

Heffeter u.a., Weltsichten Geschichte HTL. Ed. Hölzel, 2008.

Heffeter, Qualifications for Personnel in Tourism. Sochi State University, 2010.

Heffeter, ECVET – Ein Alien ist gelandet. Weg in die Wirtschaft, 2015.

Heffeter, Die österreichische Berufsbildung in einer europäischen Zukunft. OEAD News 102, 2017

Heffeter, Blauer Dunst. Auswirkung der gesetzlichen Neuregelungen auf die Schule. Weg in die Wirtschaft, 2018.

Heffeter, Kompetenzorientiertes Lehren und Prüfen. PH-Script 11/2018 (im Druck)

Honours and awards

- 2015 Großes Ehrenzeichen des Landes Salzburg
- 1997 Silbernes Verdienstzeichen der Republik Österreich

Memberships

- 1996 until now Member of Skal International Organisation International du Professionals en Tourism
- from 2015 on President of Skal International Austria
- 2007 until now President of Skal International Salzburg
- 2012/13 Second Vice President of Lions Salzburg
- 2010 until now Member of Lions Club Salzburg
- 2008 - 2012 Internal Auditor of EUHOFA International
- 1996 until now Member of EUHOFA International (International Organisations of Deans of Hotel Schools and Academic Institutions in the field of tourism)

