

Nomination of
The **GREAT**
SPAS of Europe



for inclusion on the
World Heritage
List

5.g Sources of expertise and training in conservation and management techniques

All spa towns of the nominated series have a long tradition of heritage care. They have sufficient sources of expertise and training in conservation and management techniques which are provided on different levels: by the state or federal institutions responsible for heritage care and nature and landscape protection as well as specialised regional or local institutions. As a result, the staff involved in the conservation and management of *The Great Spas of Europe* is mostly academically trained, highly skilled and capable of managing everyday tasks of the nominated property's conservation and management.

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1. *Baden bei Wien*

AUSTRIA

In *Baden bei Wien* all requirements regarding range of skills and expertise, as outlined below in chapter 5.j, are met.

The maintenance and management of the property is the responsibility of the respective owners of the buildings.

A. Authorities which provide expertise:

Federal Monuments Protection Authority (Bundesdenkmalamt – BDA), which offers training courses on conservation techniques for craftsmen, master builder, planner and professional restorers. These courses are provided by the continuing education-facilities at its Restoration-Centre in Mauerbach (Lower Austria).

The following entities of the city administration of *Baden bei Wien* offer expertise. However, as administrative units they do not carry out training activities.

- Construction-office and maintenance-unit: Baudirektion
- Directorate for green spaces and Parks (Abteilung Stadtgärten)

The Directorate for green spaces and parks (Abteilung Stadtgärten) is responsible for the management and maintenance of the vast areas of parks and green areas in *Baden bei Wien*. It has to be said that this Directorate represents one of the biggest park-management units in Austrian municipalities.

B. Capacities and skills available for the management of the component part “Baden bei Wien”:

- i. Management of the springs: The management is task of the owners in cooperation with the Baudirektion.
- ii. Planning and Management:
 - spatial planning, control of construction-activities, legal aspects of constructions: Baudirektion;
 - management of cultural heritage and monuments: owners of the buildings in cooperation with the Federal Monuments Protection Authority (Bundesdenkmalamt – BDA)
- iii. Technical / academic skills:
 - architecture: Baudirektion;
 - landscape architecture and specialist gardening: Directorate for green spaces and parks (Abteilung Stadtgärten)
- iv. Marketing, promotion, interpretation and education: Tourist Information Baden, media-unit
- v. Cures, treatment, management of individual spa establishment: this is undertaken by the (mostly private) owners.

The level of support (conservation, management) as well as the staffing level provided by the City of Baden is adequate.

2. Spa

BELGIUM

People working to protect the property are qualified to different standards. Hand-in-hand with professional property management teams, the Walloon Region supports and controls the protection, conservation, maintenance and promotion of protected monuments, sites and landscapes.

The range of the skills required to manage this kind of property is very large which requires coordination between all the stakeholders. All the qualified people managing the property at regional or local level are gather in the management committee that is overseen by the Walloon Region and the local project coordinator for *The Great Spas of Europe*.

Specialist skills – supra-local level

In the Walloon Region, a Masters in combined conservation and restoration of the cultural heritage is arranged for the holders of a Masters academic qualification in architecture, civil engineering-architecture, civil engineering-construction, history of art and archaeology. In addition, the training centre for heritage trades of the Walloon Heritage Institute (IPW) is putting together a set of training courses for professionals seeking to train or specialise in architectural heritage and old building conservation and restoration techniques.

The Royal Commission for Monuments, Sites and Excavations (CRMSF), which advises the Walloon Government on heritage protection and conservation, includes volunteer specialists within its ranks with proven experience and expertise in numerous fields such as archaeology, architecture, history of art, geography, geology, botany, etc. The Walloon Heritage Agency (Agence wallonne du Patrimoine – AWAP) staffed by people with a multitude of different qualifications: architects, art historians, archaeologists, landscape architects, agronomists, etc. The Regional institutions thus have high levels of relevant skills and expertise.

Specialist skills – local level

The staff of the municipality of *Spa* includes an architect, engineer of architecture, and history of art graduate with specific skills which ensure the management of the heritage in *Spa*. The *Spa* Museum has a very large volume of archives, both pictures and written records, relating to the property. The general public and all those involved in managing the property (town of *Spa*, cultural and tourist structures, etc.) can consult these archives to expand their knowledge. These sources are also a decision-making tool for the municipal authorities in terms of restoring and managing the property, for all the properties included within its boundaries (private or public). In addition, the personnel in the various property management structures attend training courses on their tasks.

For example, the people involved in the management of the heritage and the specialised workers can follow training courses quote above. The architect of the town planning department follows each year a seven-day training linked with his role of advisor in architecture and planning use. The international dimension of the project *The Great Spas of Europe* led to the conclusion that language skills are also required in the municipality. Thus English courses are taken by authority and employees involved in the project.

The Henrijean Institute, Research and Development laboratory established in 1931 and located in the *Spa* Monopole factory, monitors the properties and the quality of the natural mineral waters of *Spa*. The Institute used 30 researchers including a hydrogeological adviser.

The Tourist Centres and Offices are professional tourist reception organisations. They are subject to the Walloon Tourism Code which sets their missions in promoting tourism and welcoming and providing information permanently to tourists and day trippers. The *Spa*-Hautes Fagnes Tourist Centre and the *Spa* Tourist Office are both recognised by the General Tourism Commission. They are staffed by suitably-qualified people.

The management plan could identify skills that should be strengthened locally.

Expertise and training in conservation and management techniques is regularly provided by many institutions on national, regional and municipal levels and includes:

- expertise in the research, protection and use of the mineral springs,
- education and training in the conservation of historic buildings and maintenance of the spa landscape,
- training in tourism and visitor management.

The employees of these institutions are mostly academically trained, highly skilled and capable of managing everyday tasks of conservation and management of the nominated properties.

Expertise in the protection and use of the mineral springs

Organisations which are dedicated to the research and educational activities in the field of use and protection of mineral springs are:

The Reference Laboratories for Natural Healing Resources, a funded organisation of the Ministry of Health with a seat in *Karlovy Vary*, performs research tasks, analyses and educational activity in the sphere of hydrogeology, mineral springs and balneotechnology. The main goal is to provide improvement in the level of knowledge and education in the spa industry and to use scientific knowledge of spa practice, including marketing support for the spa industry in the *Karlovy Vary* Region.

The Institute of Balneology *Karlovy Vary*, which was founded in 2013 by the town of *Karlovy Vary* to continue in the tradition of the Research Institute of Balneology founded in 1903, organises regular seminars in balneomedicine for spa doctors and non-medical staff. It also organises education programs and lectures for the lay public and spa clients. In the future, further research activities will be performed by the Institute of Spa Care and Balneology, the foundation of which is being prepared by the Regional Authority of the *Karlovy Vary* Region.

Education and training in the conservation of historic buildings and maintenance of the spa landscape

Education and training in the conservation of historic buildings and maintenance of the spa landscape is mainly provided by the Ministry of Culture and the National Heritage Institute.

The Ministry of Culture regularly organises courses about heritage preservation for office employees of all levels which are given by experienced employees of the National Heritage Institute and professionals from the Ministry of Culture and other institutions.

The National Heritage Institute provides methodical assistance in the field of heritage preservation to all executive bodies of State administration, the owners of monuments and other subjects. For this purpose, it also prepares methodological materials and organises various training courses which include one-year courses in heritage care for postgraduates (methodology of heritage research, legislation, maintenance and restoration of cultural monuments care, evidence and documentation), two-year re-qualification courses in heritage care for graduates from high schools, three-year courses for craftsmen and for owners and administrators of historic buildings (methods of renovation of historic buildings), or courses for students of grammar and secondary schools and universities which help them discover the values of cultural heritage. Every year there is a summer school on conservation technology, including theoretical and practical elements. Workshops are also regularly organised for teachers. One of the educational centres of the National Heritage Institute has its seat near *Karlovy Vary* in the castle Bečov nad Teplou.

The National Heritage Institute Regional Office in Locket continues ongoing research of spa architecture in the *Karlovy Vary* Region, and it has participated in a number of international research projects in the field of spa heritage. It organises regular courses

and lectures for professionals, town guides and wider public. In order to improve the quality of executive authorities of conservation care and monuments protection, it supplies advice and training to the municipalities of the towns of *Františkovy Lázně*, *Karlovy Vary* and *Mariánské Lázně* and the Regional Authority of the *Karlovy Vary* Region.

The *Karlovy Vary* Museum and the **Cheb Museum** (both funded by the *Karlovy Vary* Region) carrying out research on cultural heritage in the *Karlovy Vary* Region. The *Karlovy Vary* Museum has been engaged in the history of *Karlovy Vary* spas for many years, and of its new exhibition is devoted to the history of spa industry and balneology.

The Administration of the Slavkovský les Protected Area which is part of the state Agency for Conservation of Nature and Landscape (AOPK) provides training for the voluntary guards and organises lectures and excursions for wider public. It has regional offices in *Karlovy Vary* and *Mariánské Lázně*.

Czech Union for Nature Conservation (ČSOP)

Founded in 1979, ČSOP is a civic association of people whose mission is to protect and restore nature, the landscape and the environment, to promote environmental education and support sustainable living. One of the numerous offices of this union is in Kladská near *Mariánské Lázně*, providing trainings in nature conservation and organizing lectures and field trips for the public.

Trainings in tourism and visitor management

Training in tourism and visitor management are provided mostly on the local level.

3. *Františkovy Lázně*

The employees of the Municipal Office of *Františkovy Lázně* and its funded organisations are regularly trained in their main activities (legislation, heritage care, facility management, language courses, marketing and promotion etc.).

The Municipal Museum *Františkovy Lázně*, funded by the town of *Františkovy Lázně*, organises individual and group training for employees of the town's Destination and Information Agency (Information Centre) and other organisations funded by the town (library, schools, Municipal Cultural Centre), organises lectures and exhibitions, and national and international conferences on heritage care and nature and landscape conservation. The present museum exhibition documents the history of the spa town and the development of balneological methods.

Moreover, the company Lázně Františkovy Lázně a.s. is implementing a project 'Improving the quality of the educational system of the company Lázně Františkovy Lázně, co-financed by the Ministry of Employment and Social Security of the Czech Republic and the European Social Fund. The project is aimed at training more than half of the employees of the spa company in many specialised areas (teaching standards, professional approach to clients, courses in language and PC skills, masseur courses, training for physiotherapists, gastronomic courses etc.).

4. *Karlovy Vary*

The employees of the Magistrate of *Karlovy Vary* and its funded organisations are regularly trained in their main activities (legislation, heritage care, facility management, language courses, marketing and promotion etc.).

The same importance is also given to training of the Information Centre's employees and town guides. The Centre employs university graduates with a rich experience in the spa industry and tourism.

5. *Mariánské Lázně*

The employees of the Municipal Office of *Mariánské Lázně* and its funded organisations are regularly trained in their main activities (legislation, heritage care, facility management, language courses, marketing and promotion etc.).

Regular training is organized for the employees of the Information Centre and the Municipal Museum, while special training in nature conservation is also provided by the Administration of the Slavkovský les Protected Area and the Kladská office of the Czech Union for Nature Conservation.

6. *Vichy*

FRANCE

In view of the issues of preservation and management of the nominated property, several areas of specialized expertise are needed in architecture and heritage preservation, urban planning, landscape and aquatic management, but also in hydrotherapy and tourism.

Experts in the protection of architecture and heritage, including historic monuments and their surroundings, usually have a double training as an architect: a global architectural training of at least 5 years in one of the 22 state-recognized architecture schools, including the 20 National Schools of Architecture (ENSA) which depend on the Ministry of Culture. Four of them are in the Auvergne-Rhône-Alpes region. This diploma is then completed by a specific heritage training of international renown at the Ecole de Chaillot in Paris. Placed under the authority of the French Ministry of Culture, the Ecole de Chaillot allows qualified architects to specialize in the restoration and enhancement of Historical Monuments and the entire architectural, urban and landscape heritage. Provided over two years, the Chaillot courses cover a comprehensive and in-depth programme enabling practicing architects to acquire the knowledge and tools necessary to work on historic monuments, old buildings, historic centres and protected sites.

Skills in the field of urban planning can be provided by twenty or so university urban planning institutes present on the national territory delivering diplomas of Bac 5/6 level (like the Ecole d'Urbanisme de Paris), as well as by some universities offering specialized masters. Some of the needs in terms of urban planning are also covered by architectural schools, some of which offer urban specializations.

Knowledge of landscaping is ensured in France by the different landscape schools whose mission is to train landscape designers, in classical or continuous courses. Among these schools are the National School of Landscape of Versailles (ENSP) or AgroCampus West - Angers Centre - National Institute of Horticulture and Landscape (INH).

The management of aquatic environments is important with regard to the flood risks that concern the property. These technical skills can be acquired generally in universities, and more particularly in geography faculties that regularly offer specialized masters in environmental management and natural hazards. For example, locally Clermont Auvergne University offers a master's degree in environmental management with a course on the Functioning and Restoration of Continental Aquatic Ecosystems.

The thermal activity, which is essential for maintaining and sustaining tangible and intangible heritage, requires the support of a range of skills, from the thermal doctor to the staff providing care in the spa establishments, as well as the health professionals such as diet and fitness (masseur physiotherapist, Osteopath). *Vichy* hosts a training institute for Masseurs-Physiotherapists (IFMK) in its commune, and since 2018 a Higher Institute for Psychomotor Rehabilitation (after those of Paris and Marseille). In connection with the image of the city, a specific health, hydrotherapy and sport programme will be developed. Close collaboration with the Institute of Physiotherapy is the subject of joint work.

Vichy also hosts two training establishments belonging to the “Trades and Qualifications Camp for Thermalism, Well-being and Full Health” created in the Auvergne-Rhône-Alpes region in February 2017. The Lycée Valéry Larbaud proposes notably a certificate of senior technician Dietetics, and the CREPS (Centre of Resources, Expertise and Sports Performance) promotes actions in favour of the sport at the service of the health. The aim of this campus is to anticipate new hydrotherapy professions (prevention, therapeutic patient education, etc.) by creating new training courses.

Since 2018, *Vichy* also hosts the headquarters of the Interuniversity Institute of Thermal Medicine (IIMT) Auvergne-Rhône-Alpes which is an Institute without walls, co-piloted by the universities of Grenoble and Clermont-Ferrand. Its function is to stimulate innovation in the practice of thermal medicine and to structure the training offer. Indeed, the health care professions associated with thermal care are numerous and need training adapted to the new challenges of thermal medicine which has evolved recently from the concept of “water medicine” to that of prevention, therapeutic education, and “full health” spas, without the different categories of staff always being trained in these innovations. The IIMT therefore has a vocation both medical and research (coordination of developments in medical professions and health professions, which may include new courses such as masseurs hydrotherapists).

Finally, in the field of tourism, specific skills are needed especially for the tour guides who organize the heritage visits. To become a guide-lecturer in France, it is necessary to possess the professional card of guide-lecturer. The latter is granted to the holders of the professional license of guide-lecturer and the holders of a master's which during their training courses validated their skills as guides-lecturers, the setting in situation and professional practice and in foreign living language. These courses are taught at the National Conservatory of Arts and Crafts (CNAM) and in several universities across France, including the Clermont Auvergne University which offers a Professional License Guide lecturer.

All skills described here and necessary for the management of the property are present on the great territory of *Vichy*: within the various departments of the Municipality of *Vichy* (two architects including a heritage architect, two geographers urban planners, two landscapers, a historian but also all the technical services staff who work every day to maintain communal buildings, public spaces, green spaces, the fluvial public domain),

within Greater *Vichy* Community (an urban architect, several geographers, some specialized in the aquatic environment), in the tourist office (several guide speakers). The commitment of several members of the medical profession (doctors, nurses) as elected officials of the city must also be noted, who are very aware of the need for *Vichy* to retain its characteristics as a city of well-being and full health related to its architectural heritage and specific landscape and local medical skills and know-how.

Within the state services, monitoring and heritage management skills are provided by the chief architect of historically competent territorial monuments, the Architect of Bâtiments de France (Buildings of France) within the departmental unit of architecture and Heritage of the Allier (UDAP), conservators of historical monuments and archaeologists of the Regional Directorate of Cultural Affairs (DRAC) of the Auvergne-Rhône-Alpes region. The services of the Regional Directorate of the Environment, Planning and Housing (DREAL) and the Departmental Direction of the territories (DDT) gather the conservation skills of natural sites, quality of the environment, while the Regional Health Authority (ARS) watch over the quality of the thermal waters. *Vichy* being the seat of the sub-prefecture, the city has a privileged link with all the services of the State.

There are also local private companies specializing in the conservation of built heritage, the management of landscaped areas, and in the sector of hydrotherapy (as presented in 5j.). The professionals who make up these services all have qualifying training obtained in these recognized institutions. If no deficit of skills and know-how is identified to date, or for the years to come, the city still wishes to preserve and improve its know-how by promoting professional exchanges through periodic workshops with artisans, tradesmen, hoteliers, so that the city project is fully shared and carried by all the actors of the city.

In Germany there is a vast number of education and training programs in public and private institutions. The various skills and knowledge, which are required in the property, are constantly improved and passed on by professional associations, universities and universities of applied sciences, training organizations and working groups in Germany. The German Spa Association (*Deutscher Heilbäderverband e.V.*) pools the specialist knowledge in the use of mineral springs and also provides further training in the fields of therapy and balneology.

As part of further training and vocational training in the fields of conservation and restoration the *DenkmalAkademie* is particularly noteworthy. It is the educational institute of the German Foundation for Monument Protection (*Deutsche Stiftung Denkmalschutz*) for on-the-job further training in the conservation and management of historic buildings. Seminars, conferences and workshops are also provided for architects, town planners, urban developers in rural context, employees of building authorities and also interested private individuals or monument owners. Topics include town planning conservation and management of historic buildings including overall spatial planning in their surroundings and the protected urban areas as a whole. The majority of further training courses are recognized as professional further training and the participants receive a corresponding certificate.

The professional association the “German Association of Restorers” (*Verband der Restauratoren-VDR*) supports its members in their further training. Thanks to its collegial structures (specialist groups, interest groups and state groups) the VDR ensures a

GERMANY

professional, interdisciplinary networking of its members at various levels. In accordance with “lifelong learning” the VDR offers many possibilities for further training. Regular meetings, excursions, seminars, workshops and conferences help to consolidate know-how and foster the collegial exchange between members.

Many universities of applied sciences and universities also train young people in the fields of the conservation and management of historic buildings, restoration and conservation. In the field of management it is the management academies (*Verwaltungsakademien*) and management schools of the Federal States (Länder) which are particularly noteworthy. They offer a wide range of vocational training and further training courses covering various topics such as public management, economics, consulting and coaching.

The management of maintenance of the therapeutic and recreational spa landscape is predominantly a cross-sectional task between (garden) preservation and conservation and management and nature conservation and environmental protection. Alongside the varied courses of study in the field of landscape conservation/landscape architecture or the range of vocational training on offer in order to become a landscape gardener the International Academy for Nature Conservation (*Internationale Naturschutzakademie – INA*) must also be mentioned here. It is part of a branch of the Federal Agency for Nature Conservation (*Bundesamt für Naturschutz*). Together with the management of the island of Vilm it forms the management department “International Nature Conservation Academy, Management” (*Internationale Naturschutzakademie, Verwaltung*). It offers a forum for the discussion and solution of national and international nature conservation issues, advises experts and facilitates communication between the Federal Government and the Federal States and is therefore a place of exchange between representatives from public authorities and the sciences, politics and business, associations and foundations.

Vocational training and further training in the field of tourism and visitor management in Germany is offered predominantly by private vocational colleges and universities of applied sciences.

It can be determined that the diverse skills and knowledge required for the appropriate management of the property, are sufficiently fulfilled.

7. Bad Ems

For the preservation and maintenance of the nominated property at *Bad Ems*, care of the historical building stock is guaranteed to be carried out by the expert staff of the Lower Monument Protection Authority at Rhein-Lahn-Kreis and the expert authority, the Direktion Landesdenkmalpflege at the Generaldirektion Kulturelles Erbe Rheinland-Pfalz (GKDE). The GKDE staff are trained art historians, architects and conservators, with university or college degrees and sufficient experience. The staff and personnel who are responsible for the protection and conservation of the property undergo continuously further training.

Other competence centres that are also available for continuing vocational education and training on various relevant topics are professional and trade associations such as the architectural association Rhineland-Palatinate (Architektenkammer Rheinland-Pfalz) or the Rhineland-Palatinate/Saarland branch of the German Association of Restorers (Verband der Restauratoren (VDR)). The Spa Town and Health Resort department of the Tourismus- und Heilbäderverband Rheinland-Pfalz e.V. tourism and spa association

also supports the town of *Bad Ems* when it comes to strengthening its health tourism based on spa traditions and promotes intensive cooperation with preventive medicine and rehabilitation clinics as important pillars of spa town development. The Working Group of Spa and Health Resort Museums in Germany (Arbeitsgemeinschaft der Kur- und Bädernuseen in Deutschland) holds regular conferences that support scientific research into health resorts and the establishment of networks between the museums of different spa towns.

In accordance with §26 of Rhineland-Palatinate's monument protection law, the Monument Protection Council (Denkmalrat) advises the highest authority in charge of monument protection and the expert monument protection authority. Its members will also address issues connected to the World Heritage nomination and will support the development of the future World Heritage site with their in-depth knowledge in order to ensure a consistently high standard in maintaining and caring for the built fabric.

In the fields of nature preservation, water protection, forestry administration, land-use planning, and building supervision, the appropriate lower, higher and highest-level authorities, and the specialist departments, all employ experienced staff trained in the respective fields of expertise.

At local level, the municipal archive and museum are in charge of documenting the town's history and architectural development. Among their extensive collections are, among others, files of construction documents, an image archive, a collection of historical spa treatises, and spa guest lists. For that reason alone they constitute a hub of competence both for exploring and communicating the World Heritage-nominated property. They also provided much of the information that was incorporated into the nomination dossier. The municipal archive is in charge of training local tour guides too. The archive and museum are headed by a qualified expert with a PhD in history who is supported by volunteer members of the town's historical society (Verein für Geschichte, Denkmal- und Landschaftspflege, VGDL). As well as the municipal archive the historical society, too, is active in researching and documenting local history. Over the recent decades, they have jointly published vital works on both the history and the building history of *Bad Ems*.

The association of municipalities employs staff qualified in building and construction issues and the Lower Monument Protection Authority, part of the district administration, has an expert curator of monuments. The Staatsbad *Bad Ems* GmbH employs skilled staff for the Kurpark, the medicinal springs, the Kursaal building. The Verein Stadt- und Tourismusmarketing e.V provides skills on tourism and visitor-management.

8. *Baden-Baden*

Sources of expertise and training in conservation and management techniques

The skills required for management of the property described at the beginning of Section 5.g are provided by the following sources of expertise and training. The majority of the experts among the administrative authorities and institutions for monument-, nature-, water- and landscape preservation and urban planning within Baden-Württemberg possess an appropriate university or college degree or a technical college qualification corresponding to their area of responsibility and extensive working experience in these fields (see under 5j). The staff and personnel of the official authorities who are responsible

for the protection, conservation and management of the *Baden-Baden* component also undergo continuously further training. At national, federal, regional and local levels, there are a number of public and private organisations already operating on the territory with specific competences in the conservation and management of the cultural, environmental and landscape heritage. Subject-specific individual consulting, workshops and conferences organised by the monument protection authorities, other authorities, universities, societies and associations offer the possibility for training and scientific interaction relating to conservation and management.

Conferences and workshops

The monument protection authorities regularly organise in cooperation with various partners conferences and colloquia dealing with conservation themes, such as:

- Natural stone conference in cooperation with the University for Technology Stuttgart (HFT), dept. for Civil Engineering (<https://www.hft-stuttgart.de/Studienbereiche/Bauingenieurwesen/Termine/Sommersemester2018/Fachtagung-Natursteinsanierung/de/view>)
- “Arbeitsgespräche” i.e. Workshops for heritage professionals, architects, building researchers and craftsmen on several topics at selected heritage monuments in Baden-Württemberg
- “Challenges for conservation and restoration in the 21st century” – international conference held in Ravensburg, from 29 to 30 October 2018 in cooperation with ICOMOS (https://www.icomos.de/index.php?lang=Deutsch&contentid=153&navid=223&kat_a=Veranstaltungen)

Two conferences organised by the State Office for Cultural Heritage Baden-Württemberg in 2010 and 2015 were focused, for example, on the spa culture and its impact on the cities and environment:

- “European Health Resorts and Fashionable Spas of the 19th Century” - international conference held in *Baden-Baden*, from 25 to 27 November 2010, in cooperation with ICOMOS. Published in 2012 (<https://portal.dnb.de/opac.htm?index=woe&term=978-3-8062-2729-&operator=and&index=per&term=&operator=and&index=inh&term=&operator=and&index=sw&term=&operator=and&index=jhr&term=&index=wwn&wwnStart=&wwnEnd=21.11.2018&method=enhancedSearch>).
- “European Spa Gardens and Parks” - international conference held in Baden-Baden, from 19 to 21 March 2015, in cooperation with ICOMOS and DGGL (German society for garden architecture and landscape design) (https://www.baden-baden.de/mam/files/stadt/kulturerbe/internationale_fachtagung_programm.pdf). Publication forthcoming in 2019).

Training

Several public and private authorities and organisations provide classes, workshops and individual dialogues relating to monument-, nature-, water- and landscape preservation and urban planning, such as:

- Academy of Art, Stuttgart, dept. for Conservation (abk) (<http://www.abk-stuttgart.de/en/studies/study-programmes/conservation.html>)
- University of Stuttgart, Materials Testing Institute (MPA) (<https://www.mpa.uni-stuttgart.de/index.en.html>)
- University of Stuttgart, dept. for Architecture and Urban Planning (<https://www.architektur.uni-stuttgart.de/home/>)
- University for Technology Stuttgart (HFT), dept. for Civil Engineering (<https://www.hft-stuttgart.de/Studienbereiche/Bauingenieurwesen/index.html/en>)
- University of Heidelberg, Institute for European Art History (<https://www.uni-heidelberg.de/fakultaeten/philosophie/zegk/iek/index.html>)
- University of Constance, dept. for architecture and design (HTWG) (<https://www.htwg-konstanz.de/en/the-university/departments/architecture-and-design/uebersicht/>)
- University of Bamberg, Institute of Archaeology, Heritage Sciences and Art History (IADK) (<https://www.uni-bamberg.de/en/iadk/>)
- The Research Institute for Precious Metals and Metal Chemistry in Schwäbisch Gmünd (F.E.M.) (<https://www.fem-online.de/en>)
- Arbeitskreis für Hausforschung, Arbeitsgruppe Baden-Württemberg (AHF) (<http://ahf-bw.de/>)
- Chamber of architects Baden-Württemberg (<https://www.akbw.de/fortbildung/fortbildungs-suche.html>)
- German Association of Conservators (VDR) (<https://www.restauratoren.de/>)
- Academie for nature and environment protection in Stuttgart (<https://umweltakademie.baden-wuerttemberg.de/>)
- University of Tübingen (<https://uni-tuebingen.de/fakultaeten/mathematisch-naturwissenschaftliche-fakultaet/fachbereiche/geowissenschaften/studium/studiengaenge/geoökologie/bsc-geoökologie/studieninhalte/>)
- University of Freiburg (<https://portal.uni-freiburg.de/geowissenschaften>)
- University of Stuttgart Hohenheim (https://www.uni-hohenheim.de/studiengaenge#jfmulticontent_c307221-2)
- University for economy and Environment in Nürtingen (<https://www.hfwu.de/studium/studienangebot/landschaftsplanung-und-naturschutz/>)
- University of München / Weihenstephan (<https://www.hswt.de/studium/studiengaenge.html>)

- University for public government in Kehl (<http://www.hs-kehl.de/>)
- University for public government and finances in Ludwigsburg (<https://www.hs-ludwigsburg.de/>)
- Academy for Administration and Economy Württemberg in Stuttgart (VWA) (<https://www.vwa-hochschule.de/startseite-vwa-hochschule.html>)

The Ministry of Economic Affairs, Labour and Housing Baden-Württemberg and the State Office for Cultural Heritage Baden-Württemberg as state wide responsible authorities for World Heritage nominations and World Heritage Sites (and experience with six already existing World Heritage Sites in Baden-Württemberg) are prepared to provide and to organise with above-mentioned partners further trainings for the City of *Baden-Baden* and other stakeholders involved in the conservation and management of the component part.

9. *Bad Kissingen*

The city of *Bad Kissingen* possesses many years of experience in the management of its spa facilities. Bayerisches Staatsbad *Bad Kissingen* GmbH has been specifically set up for this purpose. It manages and maintains all buildings and green spaces of the spa complex. Building or restoration measures within the property zone are coordinated by the municipality of *Bad Kissingen*, and the proceedings are continually monitored and supported with advice from the respective specialist authorities. The Bavarian State Conservation Office is available to help with issues with regard to the built structures. The departments are staffed by art historians, architects and restorers with the highest academic education, often with doctorates. The specialist authorities of the Bavarian State Ministry of the Environment and Consumer Protection (Bayerisches Staatsministerium für Umwelt und Verbraucherschutz) and the Bavarian Environment Agency (Bayerisches Landesamt für Umwelt) provide advice to the municipality of *Bad Kissingen* in the areas of cultural landscape and bodies of water, this of course also includes mineral springs. The Regional State Office for Water Management *Bad Kissingen* monitors the water quality of the rivers and mineral springs together with the Public Health Agency. These departments are also staffed by specialist personnel with the highest academic education.

Between the specialist departments and the municipality of *Bad Kissingen* there is a well-established cooperation. The municipal and district offices dispose of educated academic experts in nature conservation, education, town planning, architecture and cultural mediation.

Especially this applies to the Archive, Culture and Education Department which has academic experts in the fields of history, art history, musicology, ethnology, heritage sciences and educational sciences. Between the city of *Bad Kissingen* and the universities and universities of applied sciences there is an extremely well-developed network, which provides professional and comprehensive support to the spa town. The city of *Bad Kissingen* has organized their own specialist conference on the topic of spa towns and spa landscapes, to which experts were invited from all over Europe. In the process the specialist authorities and universities played a major role as they are particularly important for the field of research. Up to now the following conference has taken place:

- 2014: Spa and Modernity. Symposium in *Bad Kissingen* 7-9 March 2014 as part of the transnational serial application “*Great Spas of Europe*” for admission in the UNESCO World Heritage list (*Literature: P. Weidisch u. F. Kaspar (Hrsg.), Kurort und Modernität. Tagungsband zum Symposium in Bad Kissingen 7.-9. März 2014 im Rahmen der transnationalen seriellen Bewerbung „Great Spas of Europe“ um die Aufnahme in die Liste des UNESCO-Weltkulturerbes, Würzburg/Bad Kissingen 2017*)

Furthermore *Bad Kissingen* belongs to the spa museums working group (*Arbeitsgemeinschaft der Kur- und Bädernuseen in Deutschland*). The member spa towns are based in Germany and Austria. *Bad Kissingen* has been the conference venue of the spa town and spa museums working group on two occasions, in 2008 and 2017. Among other aspects the working group deals with spa town-specific research: E.g. in 2014 the research results led to the touring exhibition *Spa Town and War, Kurort und Krieg*. It covered the role of the spa towns as military hospital towns and as military headquarters. Additionally the museum *Obere Saline* is an important local institution in terms of research.

There are many cultural activities such as guided tours, visits and concerts inside the spa ensemble. Through the *Obere Saline* museum the history of the spa town *Bad Kissingen* is conveyed vividly. The collection covers a total of five different topics, therefore people of all ages are provided with a comprehensive range of subjects. Through the Archive, Culture and Education Department and the museums as well as the adult education centre (*Volkshochschule*) and the senior university (*Seniorenuniversität*) the municipality of *Bad Kissingen* possesses a high level of competence in cultural mediation and interpretation. The cooperation of the municipality of *Bad Kissingen* and *Bayerisches Staatsbad Bad Kissingen GmbH* in the field of tourism management and public relations work guarantees a high level of expertise. With its predecessor institutions the *Bayerisches Staatsbad Bad Kissingen GmbH* draws from almost two hundred years of tourism and spa management experience and expertise.

The municipality of *Bad Kissingen* and *Bayerisches Staatsbad Bad Kissingen GmbH* are also vocational training organisations which train young people in many of the fields necessary for the appropriate management of the property, such as spa gardening/horticulture, town planning and (tourism) management. Vocational training in the field of health in the broadest sense is mainly offered by private clinics and practices.

The Institute of Spa Medicine and Health Promotion (*Institut für Kurortmedizin und Gesundheitsförderung -IKOM*) at the Bavarian Health and Food Safety (*Landesamt für Gesundheit und Lebensmittelsicherheit*) in *Bad Kissingen* supports the spa towns and spas with an evidence-based approach in order to develop further their core competences in (preventative) medicine and health promotion. The aim is that *IKOM* is the main communication office of a network for quality and innovation for the spa town-related prevention and promotion of health in Bavaria. This function is also supported by a Bridge Professorship with the University of Würzburg. The expertise available here is intended to be integrated in the local management of the property.

10. *Montecatini Terme*

ITALY

Technical competences and professionalism, essential for the conservation and development of this component, is ensured at both the ministerial and the local

administrative levels. High quality academic research is guaranteed by the universities working in the region.

At national, regional and local levels, there are a number of public and private organisations already operating on the territory with specific competences in the conservation and management of the architectural, environmental and landscape heritage. In particular, the Ministry of Cultural Heritage and Activities (MIBAC) is the nation's leading institution for the protection of Italy's culture, theatre and artistic, cultural and landscape heritage. In each Region, there are territorial offices of the Ministry responsible for all landscape, architectural and art-historical heritage whoever it belongs to. Experts such as landscape architects, restoration architects, art scholars, archaeologists, and archivists work in these offices, alongside designer, cartographers, photographers and a number of other technical professionals.

Central institutes and offices of the Ministry can advise on some specific functions, such as:

- The Central Institute for Cataloguing and Documentation (ICCD) based in Rome, defines standards and tools for cataloguing and documentation of national archaeological, architectural, art-historical and ethnographical heritage in collaboration with regional technical organisations.
- The Higher Institute for Conservation and Restoration (ISCR), founded in Rome by Cesare Brandi in 1939, provides scientific and technical consultation to organs linked to the Ministry, as well as the Regions, for conservation and restoration of cultural heritage; it manages, coordinates or participates in restoration works, throughout the national territory and also abroad, for particularly complex interventions or those carried out for research purposes or educational purposes for the world-renewed Restoration Academy (SAF). It promotes projects to trial methods and materials for conservation, and participates in developing regulations and technical specifications for conservation and restoration interventions; this variety of disciplines comes from the various competences that produce the scientific knowledge to preserve the artistic heritage (<http://www.icr.beniculturali.it>);
- The Factory of Semi-Precious Stones in Florence (OPD), the result of a long, illustrious tradition of a modern and articulated activity, is home to the second most important state school of Italian restoration and has a number of restoration laboratories, a highly specialised library, a very rich archive and a climatology research centre (<http://www.opificio.arti.beniculturali.it>).

Specialist competences and training in conservation techniques are also available from other national organisations, such as the CNR National Research Council, Italy's largest public research body; established in 1923, it carries out training, promotion and coordination activities regarding research in all scientific and technological sectors (<http://www.cnr.it>). The Institute for the Conservation and Valorisation of Cultural Heritage (ICVBC) was established in 2001 by merging three CNR Study Centres. Within the field of restoration of cultural property, the ICVBC deals with research themes on mainly scientific and technological aspects and the synthesis of new products. The focus is mainly on manufactured products used externally, in particular those made in natural and

artificial stone materials. (<http://www.icvb.cnr.it>). It is also possible to approach ICCROM – International Centre for the Study of the Preservation and Restoration of Cultural Property, established in Rome in 1959 (<http://www.iccrom.org>).

There are a number of training institutes and Universities which offer degree courses and post-graduate courses (doctorates, masters, specialisation courses) on the conservation of cultural property, the restoration and valorisation of architectural landscape and environmental property, on territorial and landscape planning and on the management of cultural heritage. The University of Florence (<http://www.unifi.it>), the Institute for Art and the Restoration “Palazzo Spinelli” (<http://www.palazzospinelli.org>), the University of Pisa (<http://www.unipi.it>), University of Siena (<https://www.unisi.it/>) and the IMT School for Advanced Studies Lucca (<http://www.imtlucca.it/>) are all active in Tuscany. In particular, the University of Florence and the World Heritage Office of the Municipality of Florence created in 2015 a permanent Laboratory, HERE (previously called Heritage City_Lab) to carry out scientific and experimental projects with particular reference to UNESCO Conventions and to World Heritage property management.

Regions, provinces and municipal councils also employ experts specialised in the conservation, enhancement and management of the architectural, urban, environmental and landscape heritage.

Professional training about spas as working establishments is provided in Montecatini by a private school (Esedra), which organises an annual course for wellness professionals, and by the company Terme di Montecatini which develops updating and training courses for its employees in various sectors (therapeutic treatments, front office, marketing, aesthetics, maintenance, plumbing, gardening). These are led by both internal and external experts. These courses for the employees are free, compulsory and annual.

Further professional training courses are carried out by Entrepreneurial Associations (Confesercenti, Confartigianato, Confcommercio, Chamber of Commerce) and by public and private school institutes, and are related to the tourist field (tour guides, restaurant operators). Tourism guides are accredited for visits to the spa town of *Montecatini Terme*, its spa complexes and Montecatini Alto. With the nomination, the Municipality intends to guarantee appropriate training for local guides on *The Great Spas of Europe* as World Heritage site.

Moreover, in *Montecatini Terme* there is the Istituto Alberghiero F. Martini, School of Enogastronomy and Hospitality, which has been always an important point of reference for agencies and professional associations of the tourism industry of the area. Regional training courses are organised in the school, and specialisation courses are being developed for students who have also had regular cooking and guest reception lessons.

Regarding the natural and gardening field, the Agrarian Faculties of the University of Pisa and of the University of Florence are particularly important and are a benchmark in the area for the training of local natural heritage professionals.

11. *City of Bath*

The *City of Bath* has been a spa and heritage destination for many years. The historic buildings of the city have been managed and conserved for over a century and the

UNITED
KINGDOM

hospitality sector has looked after visitors from the beginning of the eighteenth century. Training of skills in these sectors have been in place within the city and these are being enhanced with training for front line staff, stakeholders and partners in the values and significance of Bath as a World Heritage Site.

Over forty years of a scheme to provide grants for the repair of the listed buildings in the city has established a group of experienced masons and building companies with skills and expertise to contribute to the conservation and maintenance of the buildings of the City. Bath College runs courses to train students in building skills with the Construction in the Built Environment (CIBE HNC) and courses in Stonemasonry that can be combined with apprenticeships and courses in stone-carving. Bath University School of Architecture and Civil Engineering provides courses leading to an MSc in architecture and an MSC in Conservation of Historic Buildings. Bath Spa University School of Humanities and Cultural industries provides a course leading to a MA degree in Heritage Management.

The World Heritage Steering Group of the existing *City of Bath* World Heritage Site has managed World Heritage matters since the group was established in 2004. The Group is expected to manage Bath as a component of *The Great Spas of Europe* World Heritage property. The Group has coordinated relevant activities of its stakeholder members. It has brought forward training for the Council's elected members and members of the Management Group. It has undertaken briefing for its front-line staff, in the information centre, museums and relevant Council departments. The World Heritage team has contributed to training of the Mayor of Bath's Corp of Honorary Guides, and Bath BID Ambassadors, staff in the hospitality sector and promotes citizen involvement. It has held Events for the World Heritage Day, involving stakeholders and community groups to inform and involve the public.