



EUROPEAN FEDERATION OF TOURIST GUIDE ASSOCIATIONS

T-GUIDE-GUIDING PEOPLE WITH LEARNING DIFFICULTIES

T-GUIDE is a new 2-day course on Guiding People with Learning Difficulties offered by FEG and the European Network for Accessible Tourism (ENAT) to qualified tourist guides.

This is the final outcome of an EU funded Leonardo project, with FEG at its heart, to develop a CPD (continuing professional development) course for qualified tourist guides.

Enhance your skillset and gain access to a rapidly increasing market for guides who can competently and sensitively work with this growing clientbase.

To achieve the certificate tourist guides need to complete 4 stages:

- 1) online learning in modules each with a final assessment,
- 2) a further written assessment requiring consolidation of the knowledge gained in the initial modules,
- 3) attend a two-day interactive course and
- 4) within 6 months of the course set up and conduct a real tour with a group of people with learning difficulties and then provide client feedback and self-evaluation in a portfolio of evidence.



Stages 1 and 2 need to be completed to the required standard in order to be eligible to join the 2-full days' interactive course.

The intensive two day course, which is offered in Heraklion, as part of the FEG European Meeting in Crete, Greece, involves practicing the use of ETUL (easy to understand language), improving understanding of the functional and social aspects of disabilities and of the relevant EU legislation. You will participate in exercises on shared understanding of learning difficulties, on sourcing access statements and on accessible/inclusive tourism through universal design. You will also revisit and enhance your tour planning skills, specifically geared towards tours for people with learning difficulties.

On day one you will develop refinements to your communication and guiding techniques based on FEG's 'The Art of Guiding'.

Once you have successfully completed all four stages and are a certified T-GUIDE your name and area of qualification will be publicised on the FEG and ENAT websites.

Who should attend? ... Learning outcomes

All qualified tourist guides who would like to broaden their skills in this special niche market are eligible to register.

Only those, who have successfully completed the online learning and written assessment, will be eligible to attend the one day interactive course.

Deadlines

- ▶ Register and full payment to be sent by: **31st July 2018**
- ▶ Completion of **Stage 1 (e-learning course)** by: **30th September 2018**, the latest and e-mailed to training@feg-touristguides.org
- ▶ **Stage 2 (written assessment)** to be sent to trainees when Stage 1 results are submitted, as seen above
- ▶ Completion of **Stage 2 (written assessment)** by: **31st October 2018** the latest and e-mailed to training@feg-touristguides.org
- ▶ **Stage 3 (class course)** to be attend in Heraklion, Crete
- ▶ **Stage 4 (T-GUIDE tour)** submission of portfolio of evidence for your T-GUIDE tour the latest by: **27th May 2019**

Seminar Objectives

- recognising the importance of preparing for the tour
- working with carers
- understanding of learning difficulties
- assessing and adjusting to your special audience
- using easy to understand language
- delivering walking tours or guided tours in a site or museum
- dealing with difficult situations
- enhancing body language
- developing appropriate visual aids

Training Methodology

- Responsive, participative, positive, supportive, interactive

Seminar Duration:	Monday 26 th & Tuesday 27 th November 2018, 9.00-17.00
Seminar Venue:	Tourist Guides of Crete & Santorini seminar room, Heraklion Labour Union Center (EKH)
Number of Participants:	Max. of 20, min. of 8 participants
Trainers:	Viola Lewis , UK/Scotland, FEG accredited trainer & WFTGA Lead International Trainer
Registration Deadline:	31st July 2018 (see all other deadlines above)

Seminar Full Cost: 265 EUR per person*

Bank Account Details: FEG-EUROPEAN TOURIST GUIDE FED

Montepio Geral, NIB 0036 0183 99100 0397 9522
IBAN PT50 0036 0183 99100 0397 9522
MPIOPTPL

Bookings / Payment bank receipts to be sent to Paulo Cosme on:

paulocosme@feg-touristguides.org

With copy to FEG Secretariat on:

secretariat@feg-touristguides.org

Confirmation upon receipt of payment

List of the participants will be confirmed based on the order of registration date

FEG reserves the right to cancel the course if there is insufficient enrolment

Trainees who attain a pass mark on completing all elements of the T-GUIDE Course will receive a joint ENAT-FEG T-GUIDE Certificate of Competence.

Trainees who fail to attain the pass mark will receive a letter from FEG informing them of their result.

**Fee includes two lunches and four coffee breaks, T-GUIDE online training, written assessment, marking, two full-day seminar in class, post-tour evaluation, portfolio assessment, certificate of competence and web promotion for all successful trainees*

This course is one day after the end of the main meeting programme in Heraklion.

Any extra night in hotel can be arranged for the seminar participants upon demand.

**PLACES ARE LIMITED!!!
EARLY BOOKINGS RECOMMENDED!!!**