



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 skill set and gain access to a rapidly increasing market for guides who can competently and sensitively work with this growing client base.

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

- 1) online learning in modules each with a final quiz assessment,
- 2) a further online written assessment requiring consolidation of the knowledge gained in the initial stage 1 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 online to the required standard in order to be eligible to join Stage 3 for the the 2-full days' interactive course in class.

The intensive two day course, which is offered in Porto, Portugal, is organized by the FEG Portuguese member-association, SNATTI. It 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 assessed by your T-GUIDE trainer and by the FEG & ENAT T-GUIDE Committee, you'll be a certified "T-GUIDE" and your name, languages, contact details 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 2- day interactive course.

Deadlines

- ▶ Register and full payment to be sent by: **17th till 31st May 2021**
- ▶ Completion of **Stage 1 (online e-learning course)** by: **31st July 2021**
the latest and e-mailed to qualidade@snatti.com
- ▶ **Stage 2 (online written assessment)** to be sent to trainees when Stage 1 results are submitted, as seen above
- ▶ Completion of **Stage 2 (written assessment)** by: **30th September 2021**
the latest and e-mailed to qualidade@snatti.com
- ▶ **Stage 3 (class & practice course)** to be physically attended in Porto, Portugal **26th & 27th October 2021**
- ▶ **Stage 4 (T-GUIDE tour)** submission of portfolio of evidence for your T-GUIDE tour to the T-GUIDE trainer the latest by: **27th April 2022**

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: Tuesday 26th & Wednesday 27th October 2021, 9.00-17.00

Seminar Venue: Porto

Number of Participants: Max. 10, min. of 5 participants

Trainer: Maria Joao Moreira, FEG accredited trainer & T-GUIDE certified trainer

Language: English

Registration Deadline: 31st May 2021 (see all other deadlines above)

Course & Certification Full Cost: 325 EUR per person*

Bank Account Details: SNATTI, Novo Banco
Avenida da Liberdade – Lisboa

IBAN PT50 0007 0006 0013 5320 0026 2

SWIFT/BIC BESCPTPL

Bookings / Payment bank receipts to be sent to Maria João Moreira on:
qualidade@snatti.com

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 & SNATTI reserve the right to cancel the course if there is insufficient enrolment

Trainees who attain a pass mark on completing all stages and 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 in the Porto training venue, 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*

Any hotel bookings or transportation transfers can be arranged for the course participants upon demand by our host SNATTI, by email at reservas@snatti.com

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