

# WFTGA



**World Federation  
of Tourist Guide Associations**

## **2015 Training Brochure**

WFTGA - The Global Forum for Tourist Guides

August, 2015

Our expert trainers are available for training at our World Federation International Training Centers in Nicosia, Cyprus, Sabah Malaysia and Yerevan, Armenia or on location anywhere in the world. We deliver

**Hands On Tourist Guiding Course (HOT)  
7 days In-House**

**Train the Trainer Course  
14 days In-House**

**Cruise Guide Training Course (CGT)  
1 or 3 days In-House**

Since 2000, WFTGA has had a specialized Training Committee that ran successful courses in Armenia, Azerbaijan, Brunei, Caribbean, Cyprus, Ethiopia, Georgia, Greece, India, Iran, Saudi Arabia, St. Eustatius (Dutch Antilles), Serbia, Singapore, Tanzania, and United Arab Emirates.

Special professional training has been delivered during our biennial Conventions, lately in the Czech Republic, Egypt, Estonia, and Macau SAR.

WFTGA accredited National Tourist Guide training courses for Cyprus and Scotland, UK, and delivered seminars in Barbados, India and Indonesia.

**In 2015 Training Courses will take place in our International Training Centers in:**  
**Sabah, Malaysia in November from 9<sup>th</sup> - 20<sup>th</sup>**  
**Nicosia, Cyprus in November from 2<sup>nd</sup> - 13<sup>th</sup>**  
**Yerevan, Armenia in December.**

We can also assist you in designing training courses which would meet your association and city/region/country license requirements. We adapt our training programme to meet local cultural and national needs. Please contact us to discuss details and make the necessary arrangements.

Should you have any questions please do not hesitate to contact us. We will be happy to assist you with any questions you may have and we look forward to hearing from you.



Felicitas Wressnig  
WFTGA President  
[info@wftga.org](mailto:info@wftga.org)  
[training@wftga.org](mailto:training@wftga.org)



**WFTGA**  
**World Federation  
of Tourist Guide  
Associations**

**In Operational  
Relations with  
UNESCO**

**Affiliate Member of  
UNWTO**

Felicitas Wressnig  
WFTGA President  
mail: [info@wftga.org](mailto:info@wftga.org)

Ivana Ćuruvija  
Head of Training  
mail: [ivanac64@gmail.com](mailto:ivanac64@gmail.com)

Registered Office:  
Vienna, Austria  
[www.wftga.org](http://www.wftga.org)

**17th WFTGA Convention  
Tehran, IR Iran  
January 2017**

WFTGA is sponsored and supported by:

- Androus Foundation
- Armenian Tourism Department
- Cyprus Tourism Organisation
- Cyprus Tourist Guides Association
- The A. G. Leventis Foundation
- Universiti Malaysia Sabah
- University of Cyprus
- Vienna Chamber of Commerce

**We are the Professionals!**

## **Hands On Tourist Guiding Training (HOT)**

**Target Group:** The course is designed either as an introductory course in practical guiding skills or is suitable for guides who are already competent in local knowledge but require improvement in practical guiding skills. The courses are available on location worldwide.

**Course Contents** - The course will include:

### ***Practical Tourist Guiding Skills***

- 2 Day Communication Seminar, which includes presentation skills, self evaluation, structuring knowledge and tailoring the tour to the audience
- Guiding on a Walk - Town and Countryside (Flora and Fauna)
- Guiding an Archaeological Site
- Guiding a Museum or Art Gallery
- Guiding a Spiritual Site (Church, Mosque, Synagogue or Temple)
- Guiding on Safari or Wilderness
- Guiding on a Moving Vehicle

### ***Applied Knowledge***

- Ecology of the Region
- Global Environmental Issues
- Environment and Sustainable Development
- The Effect of Geology on Vernacular Architecture

### ***Cultural Studies***

- Group Psychology
- Cultural Sensitivities
- Research Techniques

### ***Business Studies***

- Running a Professional Tourist-Guiding Business
- Guides' Role in Tourism

**Assessment** of Participants will include oral, practical and written exams.

**Certificates** of success or attendance are issued by WFTGA.

This Course may be adapted as special **SITE COURSE**.

# Train the Trainer (TtT)

**Target Group:** The course is designed for active Tourist Guides who would like to become Trainers, or Tourist Guide Trainers who would like to improve their training skills and gain WFTGA accreditation to train Tourist Guides in their own country. The courses are available at our International Training Centers in Cyprus, Malaysia and Armenia, or on location worldwide.

**Course Contents** - The TtT course will include:

## ***Practical Guiding and Training Skills***

- Introduction to Course, Role of WFTGA, Aims and Objectives of the course
- The 2 Day Communication Seminar includes presentation of modules for trainers, self and partner evaluation, tailoring the content to the audience, video sessions and feedback
- Guiding on a Walk - Town and Countryside (Flora and Fauna)
- Guiding an Archaeological Site
- Guiding a Museum or Art Gallery
- Guiding a Spiritual Site (Church, Mosque, Synagogue or Temple)
- Guiding on Safari or Wilderness
- Guiding on a Moving Vehicle
- Practical training skills – tutoring on walk/museum or site/ and on coach

## ***Applied Knowledge***

- Conservation of Sites and the Guide's Role
- Ecology of the Region
- Environment and Sustainable Development
- The Effect of Geology on Vernacular Architecture
- Adult Learning
- Procedural Steps for Training
- Designing Guide Training Courses
- Coaching Skills
- The Power of Feedback

## ***Cultural Studies***

- Group Psychology
- Cultural Sensitivities
- Research Techniques

## ***Business Studies***

- Running a Professional Guiding Business
- Guides' Role in Tourism
- Business Plan for a Guide Training Programme

**Assessment** of Participants will include oral, practical and written exams.

**Certificates** of success or attendance are issued by WFTGA together with the University of Cyprus, the Universiti Malaysia Sabah and the State University of Yerevan, Armenia.

# **Cruise Guide Training (CGT)**

In cooperation with Progress International

## **Target Groups for:**

### **3 Day Cruise Guide Training Course**

- Aimed at Tourist Guides in emerging cruise regions, delivered by WFTGA Accredited International Trainers
- Guide Fee of 70 Euro for the training with an extra cost for WFTGA Trainer Fee and facility
- Certificate upon successful completion

### **1 Day Cruise Guide Training Course**

- Aimed at Tourist Guides in established cruise regions, delivered by WFTGA Accredited International Trainers
- Guide Fee of 30 Euro for the training with an extra cost for WFTGA Trainer Fee and facility
- Certificate upon successful completion

### **Online Self Study Cruise Guide Course**

- For all Tourist Guides worldwide
- Guide Fee of 30 Euro with no additional costs
- Certificate upon successful completion

### **Course Contents** - The course will include:

- Importance of the Cruise Ship Industry
- Economic influence of cruise visits
- How the cruise industry operates
- Excursions and their place in a cruise experience
- Expectations of cruise guests
- Working with cruise ships
- Working with port agents and port authorities
- Working as partner of a team
- Influence of Tourist Guides on cruise guests

**Certification:** Issued by WFTGA in collaboration with Progress International.

## **WFTGA Training Division**

### **WFTGA President**

#### **Felicitas Wressnig (Austria)**

Member of Training Committee since 2000, and WFTGA Lead International Trainer.

### **TRAINING COMMITTEE:**

#### **Head of Training Division / Training Committee Chair**

##### **Ivana Ćuruvija (Serbia)**

Ivana is a WFTGA Lead International Trainer and took over the Training Committee Chair in 2015, at the 16<sup>th</sup> WFTGA Convention in Prague, Czech Republic.

#### **Non-Trainer**

##### **Esther Banike (USA)**

Esther is now Secretary of WFTGA. She is a qualified tourist guide in the U.S. and has been a member of the Training Committee since 2011.

#### **Active Lead International Trainer**

##### **Jenny Oulton (UK)**

Jenny was elected as the actively-working member of the Training Committee in Macau 2013, and Prague 2015 by her trainer colleagues; she is a WFTGA Lead International Trainer.

##### **Maria Aristidou (Cyprus)**

Maria is Representative for the World Federation of Tourist Guide Associations' International Training Centre Nicosia, Cyprus; she is a WFTGA Lead International Trainer.

##### **Roger Rajah (Sabah Malaysia)**

Representative for the World Federation of Tourist Guide Associations' International Training Centre Sabah, Malaysia; Roger is a WFTGA International Trainer.

##### **Anush Aramyan (Armenia)**

Representative for the World Federation of Tourist Guide Associations' International Training Centre Yerevan, Armenia; Anush is a WFTGA National Trainer.

### **WFTGA ACCREDITED LEAD INTERNATIONAL TRAINERS**

#### **Deborah Androus (USA)**

Deborah is a Past President of WFTGA, has been involved in the Training of WFTGA Trainers and presented at WFTGA Conventions. She delivered WFTGA Training Courses in Cyprus and was involved in revising the Reference Book for Professional Tourist Guides. Deborah is a qualified Tourist Guide in Washington DC, where she conducts guide-training seminars. She is also a Cruise Guide Trainer.

#### **Maria Aristidou (Cyprus)**

Maria has assisted and delivered various WFTGA Training Courses in Cyprus and developed material for the WFTGA International Trainer the Trainer Course. She is a qualified Tourist Guide in Cyprus and was one of the responsible persons for the Cyprus Tourist Guide Training Programme run by the Cyprus Tourism Organisation. Maria was a Member of the WFTGA Executive Board and Coordinator for the WFTGA Area Representatives. She is Representative of the WFTGA International Training Centre in Nicosia, Cyprus.

#### **Iris Barry (UK)**

Iris has been involved in the Training of WFTGA Trainers since 2000 and has considerable international guide-training experience. She has developed material for WFTGA Training Courses and delivered WFTGA training in Cyprus, the Caribbean, Abu Dhabi and Brunei. She is a qualified Blue Badge Tourist Guide in the UK and an accredited Federation of European Tourist Guides Associations (FEG) Trainer.

**Ivana Curuvija (Serbia)**

Ivana is President of the Serbian National Tourist Guide Association and an active Tourist Guide in Serbia. She has created and led training courses in Serbia and the Balkan region, and delivered WFTGA training courses in Abu Dhabi, Azerbaijan, Singapore and Iran as well. She is also a Cruise Guide Trainer and delivered various specialized training courses for guides and other tourism partners in that aspect. At the moment she is Head of Training Division.

**Rosalind Hutchinson (UK)**

Ros has worked with WFTGA Training Programmes since 2000, and has been involved in the Training of WFTGA Trainers in Egypt, Australia and Hong Kong and has international guide-training experience. She is a qualified Blue Badge Tourist Guide and Guide Trainer in the UK. Rosalind is also a Cruise Guide Trainer.

**Mary Kemp Clarke (UK)**

A fully bilingual Spanish/ English Tourist Guide since 1995, Mary is an experienced trainer, who nurtures both her Latin and her Celtic roots, working as a qualified Scottish Blue Badge Tourist Guide and maintaining strong family links with Argentina. Her enthusiasm for the WFTGA began when she was one of a team of six organising the WFTGA Convention in 2003 in Dunblane, Scotland. She served as the WFTGA Area Representative Coordinator for seven years, and became a WFTGA Lead International Trainer in 2008 and a FEG Trainer in 2009. Mary has delivered WFTGA courses for guides in Brunei, Cyprus, Tanzania, Serbia, the Indian Punjab, Azerbaijan and Armenia, as well as facilitating workshops in Tallinn, Bali, Macau, Oporto and Madeira. She is the Course Director for Blue Badge guide training in Scotland.

**Viola Lewis (UK)**

Viola is an active Blue Badge Guide in Scotland, UK. As Lead International Trainer she delivered Training Programmes in Armenia, Azerbaijan, Brunei, Cyprus, Georgia and Singapore. She does specialised up-dates on WFTGA training material and has been presenting workshops during various WFTGA conventions. As Cruise Guide Trainer she has delivered WFTGA Cruise Guide Training Courses in Scotland. Viola is also an accredited FEG Trainer. Currently she is developing and delivering training courses for Site Guides in regeneration areas.

**Titina Loizidou (Cyprus)**

Titina is a Past President of WFTGA. She trained guides in Egypt in 2007, Ethiopia in 2009 and 2010, and in Greece in 2011 and 2013 and continues to deliver WFTGA Training Programmes in Cyprus. She has presented at WFTGA Conventions. Titina was for many years the Coordinator of the WFTGA International Training Centre in Cyprus. She is a qualified Tourist Guide and guide trainer in Cyprus, and gives Cruise Guide Trainings as well.

**Ros Newlands OBE (Scotland, UK)**

Rosalind is a qualified Tourist Guide in Scotland, Past President of WFTGA and a Cruise Guide Trainer. She was Course Director for the Scottish Blue Bagde Training Course for many years and was one of the UK Experts for the development of EN15565 Training and Qualifications for Tourist Guides. Rosalind has delivered tourism, tourist guide and management training both in Scotland and overseas, including Albania, Indonesia, Singapore, UAE. She is a member of the UNWTO Silk Road Task Force and has developed a Handbook for Silk Road Heritage Guides in cooperation with WFTGA, UNWTO and UNESCO.

**Jenny Oulton (UK)**

Jenny delivered WFTGA Training Programmes in Abu Dhabi, Armenia and Cyprus in 2006, 2007, 2008, 2009 and India in 2011, and has been involved in the Training of WFTGA Trainers. She also presented at various WFTGA Conventions. Jenny is a qualified Blue Badge Tourist Guide and Guide Trainer in the UK. She is also a Cruise Guide Trainer and Member of the Training Committee.

**Richard Skinner (UK)**

Richard led WFTGA Training Programmes in Saudi Arabia in 2009 and has considerable international guide-training experience. He is a qualified Blue Badge Tourist Guide and Guide Trainer in the UK. He is also an accredited FEG and Cruise Guide Trainer.

### **Peter Wagner (Australia)**

Peter delivered WFTGA Training Programmes in Saudi Arabia in 2009. He has presented at various WFTGA Conventions and was involved in the writing of the WFTGA training manual and revision of the Reference Book for Professional Tourist Guides. Peter is a qualified Tourist Guide in Australia and an international Tour Manager. He has also delivered Cruise Guide Trainings and was involved in preparing the online course. At the Convention in Prague, he was given a lifetime achievement award for his long service and tireless work.

### **Felicitas Wressnig (Austria)**

Felicitas became a member of the Training Committee in 2000, worked on developing course material and delivered WFTGA Training programmes in various countries. She has been involved in the Training of WFTGA Trainers and presented at WFTGA Conventions. She is a qualified Tourist Guide in four languages in Austria, conducts training seminars and is an accredited assessor in Austria. She was elected to the Executive Board in 2009 and now serves as WFTGA President for the 2<sup>nd</sup> time. Felicitas is also a Cruise Guide Trainer.

### **WFTGA ACCREDITED INTERNATIONAL TRAINERS**

Anastasia Gaitanou (Greece)	Katia Demetriou (Cyprus)
Anna Achilleos (Cyprus)	Maria Pingoura (Cyprus)
Ardiola Alikaj (Albania)	Maricar R. Donato (USA)
Ayse Gokyigit (Cyprus)	Maxine Blake (Jamaica)
Christine Muscat (Malta)	Michael Williams (Egypt)
Demetra Argyrou Viguier (Cyprus)	Michelle Sabti (Abu Dhabi)
Flouri Yiorgoula (Cyprus)	Naira Sukiasyan (Armenia)
Francis Brook (UK)	Patricia Flores Martin (Malta)
Gennadiy Chudnovets (Ukraine)	Radoslaw Szafranowicz Maloziec (Poland)
Georgia Constanti (Cyprus)	Rita Navoyan (Armenia)
Heike Moeckel (Germany)	Roger Rajah (Sabah, Malaysia)
Houri Nazaretian (Armenia)	Smaro Touloupa (Greece)
Jasem Zaiton (UAE)	Stephen McAuley (Australia)
Jean Wang (Singapore)	Wilja Siebe (Netherlands)
Jeannette Kurzentz (Cyprus)	Zoe Anastasiou (Cyprus)

### **WFTGA ACCREDITED NATIONAL TRAINERS**

In addition to the above International Trainers, there are a number of National Guide Trainers around the world who have successfully completed the WFTGA Train the Trainer Course and are qualified to train Tourist Guides in their own countries.

***Course participants in past years have come from the following countries:***

***Abu Dhabi, Albania, Armenia, Australia, Austria, Azerbaijan, Brunei, Caribbean, Cyprus, Dominica, Egypt, Ethiopia, Georgia, Greece, India, Jamaica, Jordan, Malaysia, Malta, Mauritius, Netherlands, Rwanda, Saudi Arabia, Serbia, Singapore, South Africa, St. Eustasius, Singapore, Sweden, Thailand, Ukraine, United Arab Emirates, United Kingdom, Uruguay.***