

# WFTGA



## **World Federation of Tourist Guide Associations**



The Global Forum for Tourist Guides



World Federation of Tourist Guide Associations

**February, 2013**

**Our expert trainers are available for training at our World Federation International Training Centres in Cyprus and Sabah Malaysia or on location anywhere in the world**

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

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

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

**In 2006 & 2007, we ran successful courses in Armenia, Cyprus, St. Eustatius (Dutch Antilles), United Arab Emirates and at our biennial Convention in Egypt. In 2008 we ran courses in Cyprus, Brunei, United Arab Emirates and Scotland, UK, and delivered seminars in India and Indonesia. In 2009, 2010, 2011 and 2012, we delivered training courses in Abu Dhabi, Armenia, Azerbaijan, Brunei, Caribbean, Cyprus, Georgia, Greece, Ethiopia, India, Serbia, Saudi Arabia and Tanzania.**

**Our next Training Course will take place in our recently opened International Training Centre in Sabah, Malaysia, in Spring 2013.**

**We are also planning another Training Course in our International Training Centre in Cyprus for November 2013.**

We can also assist you in designing training courses which would meet your association and city/country license requirements. We adapt our training programme to meet local cultural and national requirements. 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  
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[training@wftga.org](mailto:training@wftga.org)



**World Federation of  
Tourist Guide Associations  
1985-2013  
28 Years Guiding World  
Heritage & Culture  
We Are The Professionals!**

**Felicitas Wressnig  
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**16th WFTGA Convention  
Prague, Czech Republic  
January 2015**

**We stand for standards and  
quality in tourist guides.  
"We are the professionals!"**

**We promote training and  
qualifications for Tourist  
guides.  
"We are the professionals!"**

**We support codes of practice  
and quality charters for Tourist  
guides.  
"We are the professionals!"**

**WFTGA Sponsored and  
Supported by:  
Androus Foundation; Cyprus  
Tourism Organisation; Cyprus  
Tourist Guides Association;  
Scottish Tourist Guides  
Association; University of  
Cyprus; University of  
Edinburgh; University of Sabah,  
Malaysia; Vienna Chamber of  
Commerce**

**Registered Office:  
Vienna, Austria**

**[www.wftga.org](http://www.wftga.org)**



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## **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 Centres in Cyprus and in Sabah, Malaysia or on location worldwide.

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

### **Practical Guiding Skills**

- Introduction to Course, Role of WFTGA, Aims and Objectives of the course
- 2 Day Communication Seminar, which includes presentation skills, self evaluation, organizing knowledge and tailoring the tour to the audience, video sessions
- 2 Day Communication Seminar, which includes presentation skills, self evaluation, organizing knowledge and tailoring the tour to the audience, video sessions
- 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**

- 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 Course
- 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 and the University of Cyprus or the University of Sabah, Malaysia.



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## **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, organizing 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



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## **Cruise Guide Training (CGT)**

In cooperation with Progress International

### **Target Groups:**

#### **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 on 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 on successful completion

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

- For all tourist guides worldwide
- Guide Fee of 30 Euro with no additional costs
- Certificate on 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.



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## **WFTGA Training Division**

### **WFTGA President**

**Felicitas Wressnig (Austria)**

### **TRAINING COMMITTEE**

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

**Wilja Siebe (Netherlands)**

Wilja is the Vice President of WFTGA and a WFTGA International Trainer and Tourist-Guide Trainer in the Netherlands. She has 14 years experience working as a tourist guide. Wilja was elected to the WFTGA Executive Board in 2011 and in 2013. She has been Chair of the WFTGA Training Committee since 2011.

#### **Administrator of Training Committee**

**Patricia Blain (UK)**

Patricia is now Treasurer of WFTGA. She formerly served as Secretary for five years. Pat is a qualified Blue Badge tourist guide and tourist guide trainer in Scotland, UK. She is also a WFTGA National Trainer.

#### **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)**

She was elected as a member of the Training Committee in Macau 2013

**Maria Aristidou (Cyprus)**

Representative of the World Federation International Training Centre Cyprus.

**Roger Rajah (Sabah Malaysia)**

Representative of the World Federation International Training Centre Sabah Malaysia.

### **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 is a Cruise Guide Trainer. She 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.

**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 is a Member of the WFTGA Executive Board, Member of the Training Committee and Coordinator of the WFTGA International Training Centre in Cyprus.





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**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 FEG (Federation of European Tourist Guides Associations) Trainer.

**Ivana Curuvija (Serbia)**

Ivana has delivered WFTGA training courses in Abu Dhabi and Azerbaijan. She has assisted in training courses in the United Arab Emirates and Serbia. She has also delivered Cruise Guide Training Courses.

**Mary Kemp Clarke (UK)**

Mary has an MB in archaeology and works as a Scottish Blue Badge Guide. She is Course Director for the Blue Badge Training Course in Scotland, UK. Mary delivered WFTGA Training Programmes in Cyprus, Brunei, India, Serbia, Tanzania and Azerbaijan. She has also made presentations at WFTGA Conventions and delivered the WFTGA Cruise Guide Training Course in Scotland. Mary was WFTGA Area Representative for Spanish Americas and WFTGA Area Representative Coordinator for seven years and has mother tongue English and Spanish. She is also an accredited FEG (Federation of European Tourist Guides Associations) Trainer.

**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.

**Viola Lewis (UK)**

Viola worked with WFTGA Training Programmes in Cyprus in 2007 and delivered the WFTGA Train the Trainer Programme in Cyprus in 2010 and in Armenia in 2011 as well as Hands on Training Courses in 2011 in Brunei. She has delivered WFTGA Cruise Guide Training Courses in Scotland and is also an accredited FEG Trainer (European Federation of Tourist Guides Associations). Viola is a qualified Blue Badge Tourist Guide.

**Titina Loizidou (Cyprus)**

Titina is a Past President of WFTGA. She delivered WFTGA Training Programmes in Cyprus in 2006, 2007, 2008, in Egypt in 2007, Ethiopia in 2009 and 2010, and in Greece in 2011. 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.

**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 and presented at 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.



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### **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 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.

### **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 Vienna, conducts training courses and seminars for Tourist Guides and is an accredited assessor for three Federal States in Austria. She was elected to the Executive Board in 2009 and served WFTGA as Vice President from 2009-2012. Felicitas is also a Cruise Guide Trainer.

## **WFTGA ACCREDITED INTERNATIONAL TRAINERS**

Anna Achilleos (Cyprus)  
Zoe Anastasiou (Cyprus)  
Maxine Blake (Jamaica)  
Frances Brook (UK)  
Gennadiy Chudnovets (Ukraine)  
Georgia Constanti (Cyprus)  
Ezzat Davids (S. Africa)  
Katia Demetriou (Cyprus)  
Maricar R. Donato (USA)  
Demetra Gabriel (Cyprus)  
Anastasia Gaitanou (Greece)  
Ayse Gokyigit (Cyprus)  
Jeannette Kurzentz (Cyprus)

Stephen McAuley (Australia)  
Christine Muscat (Malta)  
Rita Navoyan (Armenia)  
Houri Nazaretian (Armenia)  
Roger Rajah (Sabah, Malaysia)  
Maria Pingoura (Cyprus)  
Michelle Sabti (Abu Dhabi)  
Wilja Siebe (Netherlands)  
Naira Sukiasyan (Armenia)  
Jean Wang (Singapore)  
Michael Williams (Egypt)  
Flouri Yiorgoula (Cyprus)  
Jasem Zaiton (UAE)

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, Georgia, Greece, India, Jamaica, Jordan, Malaysia, Malta, Mauritius, Netherlands,  
Saudi Arabia, Serbia, Singapore, South Africa, St. Eustasius, Sweden, Thailand,  
Ukraine, United Arab Emirates, United Kingdom, Uruguay***