

WFTGA



World Federation of Tourist Guide Associations



The Global Forum for Tourist Guides

*Would you like to work as a WFTGA qualified tourist guide trainer?
Would you like to play a key role in improving the standards of tourist guiding?
Would you like WFTGA and University recognition for your training abilities?
Come and join the*

Train the Trainer Course at the WFTGA International Training Centre in Nicosia, Cyprus. November 2022

Duration: 13 Days (14 nights)

**Start of Course: Monday 14 Nov 2022
[Arrivals: Sunday 13 Nov 2022 / Registration at: 19:00 hrs]**

**Last day of Course (Examinations): Saturday 26 Nov 2022
[Departures: Sunday 27 Nov 2022]**

Course Fee 1,990 Euros – for WFTGA members
 (2,150 Euros – for non-WFTGA members)

Outcome: Successful participants of the Train the Trainer Course will gain a WFTGA and University qualification and be able to use what they have learned to train tourist guides in their own area of qualification or licence. They will be invited to become members of the WFTGA Training Division.

Progression: Successful participants, who are also fully paid-up Members of WFTGA, will have the opportunity to progress to the next course and become WFTGA International Trainers.

Limited number of partial scholarships:

Participants working in countries of IMF¹ listing tiers 3-4-5 of (see our member fee list on the WFTGA website: [Membership - WFTGA](#)) may apply for a limited number of partial scholarships. Scholarships depend on the yearly sponsorship available and tourist guiding experience of applicants. Application forms are available on request from training@wftga.org

¹ IMF = International Monetary Fund

Train the Trainer (TtT) Course 2022

Target Group: The course is designed for active tourist guides, who want to become trainers and train tourist guides in their own geographic area of tourist guide qualification. It is also relevant for existing trainers who would like to improve their training skills and gain a WFTGA qualification to train tourist guides in their own geographic area of tourist guide qualification. The TtT Course includes a guiding skills refresher and is a pre-requisite for training to become an International WFTGA Trainer.

Entry Requirement: A minimum of one year of tourist guiding experience is required to sign up for this course.

Language: The Course will be delivered in English. Practical assessments and written examinations will be conducted in English. Therefore, participants require a working knowledge of English, both written and spoken.

Minimum Number of Participants: 8
Maximum Number of Participants: 12

A WFTGA International Train the Trainer Course may run parallel to this TtT Course and participants will work with each other.

Course Contents:

Practical Guiding and Training Skills

- Refresher of guiding skills for a walk, site and on a moving vehicle [Hands on Tourist Guide Training (HOT) refresher]
- Role of Tourist Guides, the WFTGA and WFTGA Trainers
- Two-day *Communication Seminar*, which includes sessions on presentation and heritage interpretation skills, self-evaluation, structuring commentaries and tailoring the tour to the audience
- Tourism for All – guiding people with physical impairments and learning difficulties
- Guiding techniques when using a Wireless Audio System
- Coaching skills
- Practical training skills – tutoring on walk, site and on a moving vehicle
- Feedback and assessment skills
- Skills for facilitating interactive classroom sessions, especially the two-day *Communication Seminar* with presentation of modules by trainee trainers, self and partner evaluation, video sessions and feedback

Applied Knowledge

- Itineraries/tour plans and time management
- The challenges of different types of guiding – as required
- Story Telling in Tourist Guiding
- Protection of Antiquities towards a Sustainable Tourism Development / Sustainable Tourism
- Approaches to and methodology of adult learning
- Standards for professional tourist guide training programmes



WFTGA
World Federation
of Tourist Guide
Associations

since 1985
Guiding the World's
Natural and Cultural Heritage

in Operational Relations with
UNESCO
Affiliate Member of
UNWTO

WFTGA is legally Registered in
Austria and is under the
jurisdiction of Austrian Law
Registration Document:
NR ZVR 679385413

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training@wftga.org

**WFTGA International
Training Centre**



**University of Cyprus
Nicosia Cyprus**

**20th WFTGA Convention
Syracuse, Italy
2024**

- The Power of Feedback
- Procedural steps for training
- Designing tourist guide training courses
- Organising practical assessments and written examinations

Business Studies

- Running a Professional Guiding Business in the digital age
- Guide's Role in Tourism and Guiding Ethics
- Business plan for a guide training programme
- Working within the WFTGA Training Division

Cultural Studies

- Group Psychology and Crisis Management
- Cultural Awareness and Sensitivities

Assessments and Examination:

Practical assessments and written examinations (both by Cyprus University and WFTGA)

Certificates:

Certificates are issued jointly by WFTGA and the University of Cyprus. Depending on outcome *Certificates of Successful Completion* or *Certificates of Attendance* will be awarded, in digital format.

Attendance of all sessions, including all assessments and written examinations, is compulsory to receive a certificate.

WFTGA

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Our WFTGA logo
symbolises the
Hands of Friendship
and Guidance
stretched across the World

What is a Tourist Guide?

In 2003 the WFTGA adopted the European Committee for Standardisation (EN 13809) definition of a Tourist Guide:

“A person who guides visitors in the language of their choice and interprets the cultural and natural heritage of an area.

Which person normally possesses an area-specific qualification usually issued and/or recognised by the appropriate authority”.

Contact Us:



@WFTGAofficial



Facebook.com/wftga



WFTGA Instagram

info@wftga.org

www.wftga.org

We are the Professionals!

Train the Trainer Course 2022

WFTGA and Cyprus International Training Centre

Terms and Conditions

Applications

Application forms are available via this *surveymonkey* link
<https://www.surveymonkey.co.uk/r/TtT22application>

A read-only version of the application form can be found on the WFTGA website here
[Int. Training Centres - WFTGA](#)

Should you experience difficulties with the above links, e-mail training@wftga.org .

All applications must include your CV and a copy of your Tourist Guide Certificate or Tourist Guide License.

WFTGA will acknowledge receipt of your application and will forward it for consideration to the selection panel. WFTGA might ask you to submit additional information or evidence. Acceptance of your application may be conditional.

On acceptance of your application you will receive an invoice for your deposit payment with bank details and information about payment methods.

Application Deadline: The last date for applications is **15 August 2022**.

WFTGA will confirm places by **31 August 2022**.

Payments

Course Fee 1,990 Euros – for WFTGA members
 (2,150 Euros – for non-WFTGA members)

The Course Fee includes: 14 nights hotel accommodation in single rooms with buffet breakfast from 13 November; refreshment breaks on working days; four dinners (three of these dinners are hosted by the Cyprus Tourist Guides Association, the Nicosia Municipality and the University of Cyprus); transport between hotel and classrooms, where necessary; entrance to sites for practical training; handouts and training material; interactive training delivered by WFTGA Trainers; lectures by University of Cyprus staff; assessment and certificates from WFTGA and the University of Cyprus; first year WFTGA annual trainer registration fee (currently 30 Euros).

Payment conditions:

- Immediately after eligibility check of your application a **deposit of 30%** of the total course fee must be paid into the WFTGA Bank account, on invoice. This is a non-refundable deposit unless WFTGA and the International Training Centre in Cyprus cancel the course.
- The payment of deposits also applies to partial scholarships.
- The **balance** must be paid into the WFTGA bank account **by 30 September 2022**, the latest.

Cancellations:

In case of cancellation by the applicant WFTGA will retain the 30% deposit.

WFTGA reserves the right to cancel the Training Course if the required minimum number of participants is not met. In this case deposits will be refunded to applicants or by agreement retained for future courses.

WFTGA will not be held liable for any cancellations caused by conditions outside our control or Force Majeure.

WFTGA will only conduct face-to-face courses if global health advice allows, following relevant COVID-19 protocols.

WFTGA reserves the right to extend deadlines, if necessary.

Course Results

Results of assessments and examinations along with e-certificates from WFTGA and the University of Cyprus will be available by 31 December 2022.

Insurances:

Course participants are responsible for securing their own, adequate insurances for travel, health etc.

Visas

Course participants are responsible for getting a visa of entry into the Republic of Cyprus (if required) prior to their arrival in the Republic of Cyprus. Please check <http://www.mfa.gov.cy/>
The WFTGA and International Training Centre in Cyprus can provide letters confirming your attendance, dates and purpose of travel and accommodation.

Covid-19 Travel Protocol

As per the Republic of Cyprus Protocol, the country has dealt responsibly with the Covid-19 challenges and is now in a prime position to take care of visitors. Please find links to general information about Cyprus and notices by the Cyprus Deputy Ministry of Tourism here below:

<https://www.visitcyprus.com/index.php/en/>

<https://www.visitcyprus.com/index.php/en/cyprus-covid19-travel-protocol>

Course Hotel in the old town of Nicosia: <https://centrumhotelcyprus.com/>
Centrum Hotel, 15 Pasikratous str., Eleftherias Square, 1011 Nicosia, Cyprus

We look forward to receiving your application.

In previous years the course was supported by Cyprus Deputy Ministry of Tourism, A. G. Leventis Foundation, University of Cyprus (K.EP.E.A.A.- Centre of Lifelong Learning, Assessment and Development), Department of Antiquities of the Republic of Cyprus, Municipality of Nicosia, Archaeological Museum, Leventis Municipal Museum of Nicosia, CVAR (Centre of Visual Arts and Research), Tour Guide System Rental, Hermes Airports, Cyprus Tourist Guides Association

WFTGA is legally registered in Austria and is under the jurisdiction of Austrian law
training@wftga.org / info@wftga.org / www.wftga.org

Registration Doc: NR ZVR 679385413

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WFTGA is an NGO in Operational Relations with UNESCO Affiliate Member of UNWTO