



T-GUIDE

Tourist Guides for People with Intellectual & Learning Difficulties in Europe

T-GUIDE is an innovative project in the field of professional tourist guide training and accessible tourism developed by a partnership of nine organisations within the framework of the EU Lifelong Learning Programme “Leonardo Da Vinci”.

The objective of the project is to promote professional development and increase business opportunities of tourist guides, but also more widely at destinations, as much as to expand and enhance tourism options and experience for visitors with intellectual disabilities and/or learning difficulties in particular.



Lifelong
Learning
Programme



About T-Guide

The T-GulDE project has aimed to create a framework that will lead to accredited vocational training and assessment scheme for the range of **competences, skills and knowledge** required when guiding people with intellectual disabilities and/or learning difficulties. In the following sections you will find further information about the main products of the T-GulDE project, links to useful resources and information for what could come next!

Some of the main achievements of the project include:

- **In-depth Research** reviewing the current situation in tourist guiding for people with intellectual disabilities in European countries and suggestions from multiple stakeholders for developing such training.
- A **“Competences Manual”** presenting the skills, knowledge and competences required for guiding people with intellectual disabilities and/or learning difficulties.
- **Real-life testing** of the training system with the participation of professional tourist guides carried out in Spain, Latvia and the UK.
- An introductory **E-learning Course**. The course is available at... www.accesstraining.eu
- The **T-GulDE website** <http://www.t-guide.eu> which hosts the project deliverables and related resources that have been used to develop the T-GulDE model and manuals.

Who is T-GulDE for?

T-GulDE addresses **diverse stakeholders** in seeking to establish an accredited training framework for tourist



guiding for people with intellectual and/or learning difficulties. T-GulDE is of interest to:

- **Tourist guides** who conduct tours to groups of people or individuals, as part of a tourism experience. Many tourist guides may not have considered the possibility of guiding people with learning difficulties or may have limited understanding of the business opportunities in engaging with this clientele.
- **Destination Management Organisations** and **tour operators** who wish to contribute to inclusive tourism and reap the benefits of improved customer service to people with a range of needs and requirements. The T-GulDE team is gathering and providing information and support tools that can be useful for destination managers when creating accessible experiences for visitors, including those with learning and intellectual difficulties.
- **Groups, parents, families or friends** who are organising a trip for people with **Intellectual Disabilities and/or Learning Difficulties**. T-GulDE aims to enable all visitors, to have an enriching and meaningful tourism experience by taking part in a professionally guided tour. Seniors and small children who may need more easily understandable information can also benefit from such a guided tour.

The T-GulDE website

In the **Resources** pages of the project website <http://www.t-guide.eu> you can find background information, research studies, published training resources, good practices, and related projects and links on subjects concerning tourist guiding and accessibility.

You can also browse through the project **Newsletters**, translated in seven languages.



The respective **research reports** of desk research, online surveys and in-depth interviews and focus groups of experts carried out in various countries for the T-GulDE project are also available on the website.

- **National Desk Research Studies** in Austria, Belgium, France, Italy, Latvia, Poland, Spain and the UK **reviewed national educational systems for tourist guides** and mapped existing training initiatives, projects and case studies in tourist guiding for people with intellectual disabilities and/or learning difficulties.
- Three **Online Surveys** were implemented to **gather the views and experiences** of Tourism Providers, Visitors and Tourist Guides on guiding people with learning difficulties or/and intellectual disabilities. The responses confirmed the need for accredited training in this area and provided a wealth of suggestions that were further explored and integrated in the T-GulDE pilot competences and training manuals.
- More **in-depth qualitative** research was carried out focusing on the kind of **knowledge, competences and skills** required for guiding people with intellectual disabilities, and the potential form and methods of such training. Over 90 people participated in interviews and focus groups in France, Spain, Austria, Belgium, United Kingdom, Latvia and Italy, including experienced tourist guides, managers of tourist attractions and advocacy and support groups for people with intellectual disabilities and learning difficulties.

The Competences Manual

The **T-GulDE Competences Manual** presents a systematic overview of the competences that tourist guides must acquire and demonstrate in order to

be assessed for recognition of their supplementary knowledge, skills and competences.

It also indicates the points that Vocational Training Assessors should observe when assessing candidates who seek a National Vocational Qualification (NVQ) in this area. While no Assessment Centre has yet been appointed to carry out NVQ assessments, the T-GulDE Competences Manual may be used as one of the key components for establishing such a qualification.

The **main areas** covered are:

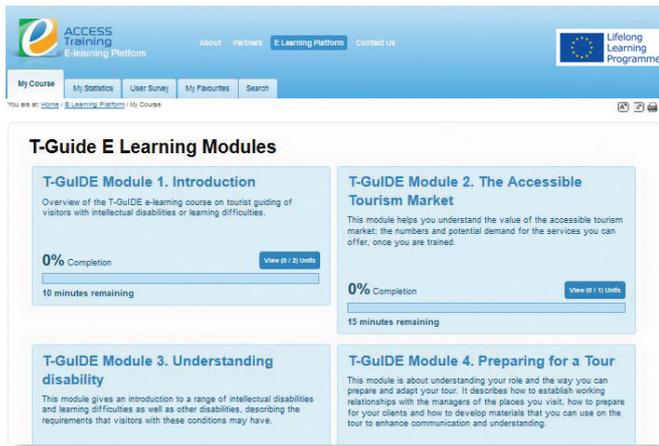
- Preparing for Guiding Experiences
- Carrying out Guiding Experiences
- Feedback and Continuing Professional Development
- The Civil Society
- Health and Safety
- Planning an Inclusive Marketing Strategy for Your Business
- Customer Relationships

The T-GulDE e-Learning Course

The T-GulDE online course is an introduction for tourist guides about how to prepare and carry out inclusive tours for people with intellectual disabilities and/or learning difficulties. It is presented in 6 Modules, using text, videos, links and downloadable documents. The successive modules show the key elements of planning and managing a tour.

The main “learning points” of the course include making typical preparations, communicating with the group, use of visual aids and other materials. Advice is given about how to time and “pace” the tour, as well as cooperating with staff, helpers or family members.





The course is not intended to be comprehensive and exhaustive and it does not lead to a recognised qualification. Rather, it highlights the key areas of learning for tourist guides and directs them to supplement their skills by taking a practical training course.

What comes next?

As a result of the T-Guide project, the FEG – the European Federation of Tourist Guide Associations – with its Training Consultative Group, consisting of accredited FEG trainers, is establishing a pilot course for qualified tourist guides wishing to develop their expertise in guiding visitors with intellectual disabilities and/or learning difficulties. The first course will be held by FEG in autumn of 2015, aiming to “train the trainers”. Those who are assessed and achieve a T-Guide trainer status will then be able to offer training to other tourist guides in several EU Member States or elsewhere abroad, under the supervision of FEG, which will deliver the T-Guide accreditation.

The last module includes tips about getting feedback from the group and keeping a personal record of the tour and the lessons learned. This data will be important for a tourist guide’s eventual assessment and accreditation as a specialist in guiding groups where one or more visitors has an intellectual disability.

After each module there is a short Quiz to test the trainee’s knowledge and understanding of the subjects that have been presented.

Contact **FEG Secretariat** for further details:
training@FEGEurope.org

T-Guide Project Partners

Austria

 LEBENSILFHE-GUV
www.lebenshilfe-guv.at

Italy
 ASIS - Consorzio
 Cooperative Sociali
www.consorzioasis.eu


Spain
 Fundación Pública
 Andaluza El Legado
 Andalusi
www.legadoandalusi.es


Belgium

 European Network for
 Accessible Tourism asbl.
www.accessibletourism.org

Latvia
 The Latvian Umbrella
 Body for Disability
 Organisations
www.sustento.lv


Spain
 Instituto de Formación
 Integral, S.L.U.
www.ifi.com.es


France

 European Federation of
 Tourist Guide Associations
www.feg-touristguides.org

Poland
 Społeczna
 Akademia Nauk
 w Łodzi www.swspiz.pl


United Kingdom
 Minster Development
 Centre Ltd.
www.minsterdevelopmentcentre.co.uk


March 2015