

# T-GUIDE Tourist Guides for People with Intellectual Disabilities and/or Learning Difficulties in Europe

Conference – Brussels, Belgium  
31<sup>st</sup> March 2015

# The TGuide Story

Our vision was to create a benchmark & competences for Tourist Guides to enhance the experience of their clients who were intellectually challenged or disabled, which would be recognised throughout Europe and would recognise the level of service & individual attention they were giving.

# The Background

- Why is another qualification necessary
- What does it add to the skills/experience of the professional?
- What are competences?
- What is the criteria?
- Why does it consist of performance criteria & Knowledge?

# Vocational Education

- What does it mean?
- How does it work?
- Why is it different to an academic qualification?
- How is it valued?
- Where is it recognised?
- How do you achieve it?

# What did we do?

- We ran Focus Groups with experts from the skill sector
- We did background research into what exists already
- We reviewed the process
- We consulted on the first draft of the competences
- We evaluated the TG responses
- We revised the competences in line with the testing & evaluation
- We tested again in Riga, Latvia, by carrying out an observed assessment
- We revised & evaluated again for 3<sup>rd</sup> testing in London

# Developing the Competences

- Originally we gathered together experts in the field of the intellectually challenged & disabled in Lodz, Poland
  - Psychiatrists
  - Psychologists
  - Care Workers
  - Parents & relatives
  - Organisations working in the sector
  - Project Partners & staff.

- What we had were views, suggestions, debates, theories etc
- Taking all these views into consideration we drafted the competences
- & the knowledge & understanding which would need to be delivered to support the competences.
- We discussed what evidence would be relevant, how this would be assessed and by what method.
- After many drafts, consultations, & tests, we were ready to go for an assessment with real beneficiaries at the British Museum in London.

# What happens now?

- This conference is the final test
- We will have the Validators Report
- We go to an Awarding Body, like the Tourist Board or City & Guilds, OCR etc. (which are internationally recognised vocational Awarding Bodies.
- They will assess whether it is commercially viable for them to market, promote & deliver (i.e. what is the return on investment for them)
- They will appoint a Sector Specific External Verifier (working for & paid by them).



# FEG WILL .....

- be in the ideal position of having training material and “in-house” knowledge of the competences.
- apply to be the Accredited Centre (European-wide)
- train its present TGuides to the additional role of Assessor of the new qualification.
- train & appoint its first Internal Verifier (responsible for all the Assessors and the quality of what will be delivered) who will report & be responsible to the External Verifier.
- recruit & train candidates who want to take the qualification on a commercial basis.
- Assess those candidates and present them to the Awarding Body for accreditation.
- Will “celebrate” the achievement of a new VET qualification in their own skill sector

# The Assessment

- Here I hand over to Allan Clare, Trainer, Assessor, Internal Verifier who independently developed the formats & carried out the assessment in London which has got us to this stage.