

T-GuIDE Newsletter



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T-GuIDE

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Ephesus
Ancient Greek Stele

T-GuIDE: Latest developments

Welcome to the third Newsletter of the T-GuIDE project, an innovative vocational training initiative for professional tourist guides, under development by a partnership of nine organisations within the framework of the European Union's Lifelong Learning Programme, "Leonardo Da Vinci".

Testing Phases 1 and 2, in Granada and Riga

The first test and review meeting was carried out by nine tourist guides, together with project team members in Granada, Spain, on 3rd and 4th June 2014. The guides studied and discussed the T-GuIDE Competences Manual and the T-GuIDE Pilot Training Manual which provides practical guidelines on how to prepare for and how to deliver guided tours for clients with intellectual disabilities and/or learning difficulties.

In the second test phase, 9 more tourist guides met in Riga, Latvia on 1st and 2nd October 2014. Their work involved a review of the latest version of the Manual and a practical training exercise. This was followed by an examination of the first modules of an e-learning programme hosted on the website www.accesstraining.eu



Working together for Accessible Tourism in Europe and around the world

ENAT is a non-profit association, registered in Brussels in 2008, with the purpose of improving accessibility to tourism for all citizens. Its mission is “To make European tourism destinations, products and services accessible to all visitors and to help promote Accessible Tourism around the world”.

ENAT non-profit association

Anna Grazia Laura, ENAT President writes:

“ENAT’s strategic development lines refer to the guarantee of a qualitatively improved offer for all visitors, where operators will have adequately trained managers and staff, and all aspects of the tourism supply chain are accessible for all. Training in the field of tourism for all is an issue whose importance is recognised at every level and ENAT will continue to act as a hub for development, delivery and dissemination of training programmes from its own members and partners.”

T-GUIDE aims to give professional tourist guides the awareness and skills necessary to cater for visitors with intellectual or learning disabilities. The project is preparing a manual identifying the competences that are needed to arrange tours and assist these visitors and their families, when visiting cultural sites in Europe.

ENAT has observed that many tourism destinations and businesses recognise that they must diversify their offer and improve the quality of their products in order to reach more customers.

The ENAT network is working with tourism providers to promote “**Accessible Tourism for All**”, which aims to deliver safe, comfortable and enjoyable tourism experiences for the entire tourism market, including people with disabilities, seniors and others with specific access requirements.

ENAT’s role in the T-GUIDE project is centred on communication and dissemination activities, including running the project Web site, publishing the T-GUIDE newsletters and the project brochure (coming later), as well as organizing the Final **T-GUIDE Conference** in Belgium in Spring 2015.

One of the key products of the project, currently being developed by ENAT and partners, is an e-learning programme which describes and



illustrates the skills and knowledge which tourist guides should have in order to carry out guided tours for the target groups of people with intellectual disabilities and learning difficulties.

For ENAT, participation in the T-GUIDE project is an opportunity to make a really substantial difference to visitors and families who require some special attention on guided tours. This is a chance to open up cultural experiences to those who may not have been considered before, either by destination managers or venue owners.

Tourist guides can help make the connection with these visitors, providing guiding services to families and groups who may take a little more time or need additional help or a certain approach to understand and appreciate cultural, religious, historical or other sites.

Tourist guides play an important part in tourism, as they convey the meaning of cultural and historical sites to visitors, giving them an understanding about the meaning of places and our common heritage as European citizens.

It is important for tourist guides to tailor their communication style and means of presentation

when organizing a trip or visit, so that all visitors can have a rewarding and enjoyable experience. Whether it is an archaeological site, museum, garden or religious building, everyone should be able to come away with the feeling that they have gained a better understanding about the place they have visited.

We can expect that the large number of senior tourists who may have difficulties in concentrating, remembering or finding their way – problems which come with old age - will benefit from the new competences of the tourist guides, having a much better experience on a guided tour.

ENAT considers the T-GUIDE project as an opportunity to make a really substantial difference to the holiday experiences of people with learning difficulties and intellectual impairments. With our partners we will disseminate the results of the project to the tourist guides, destinations and cultural venues in the whole of Europe. We believe that the expertise that can be developed through this supplementary training for tourist guides may ultimately give added value to European tourism as a whole.

Visit ENAT at <http://www.accessibletourism.org>



Pantou.org – The European Directory of Accessible Tourism Services

ENAT has developed the new European Directory for Accessible Tourism at <http://pantou.org>

Until now it has been difficult for a visitor with access needs to find out about the availability of suitable suppliers across Europe.

The Pantou website, made with the support of the European Commission, presents profiles and contact information of tourism providers who are providing **accessible services** to visitors who may be elderly, disabled or in need of personal assistance or support when travelling.

Pantou has been developed to meet the need for a reliable and comprehensive pan-European guide to all kinds of accessible tourism services.

Suppliers who are listed on Pantou provide a wide variety of tourism services, including accommodation, transport, tours, venues, attractions, equipment... that are designed to be inclusive and accessible for people who have a disability, long-term health condition or other specific accessibility requirements.

The Pantou Directory:

- ✓ Makes it easier for tourists with any kind of access needs to find what they are looking for when planning a visit.
- ✓ Promotes European accessible tourism suppliers, showing places to go and things to do – in safety and with convenience and comfort
- ✓ Shows links to additional accessibility information for each supplier or venue.

Already a number of professional tourist guides who offer “accessible” guided tours for various target groups have registered with **Pantou**, making themselves visible to potential visitors.

Pantou means **everywhere** in Greek!










In **T-GulDE Newsletter no. 4** we will profile another T-GulDE partner organisation.

To subscribe to this Newsletter and our T-GulDE e-Bulletins, please use the sign-up form here: <http://eepurl.com/INQ2L>

Photos: ENAT



T-Guide Partners

Austria		<p>LEBENSCHILFE-GUV www.lebenshilfe-guv.at</p>
Belgium		<p>European Network for Accessible Tourism asbl. www.accessibletourism.org</p>
France		<p>European Federation of Tourist Guide Associations www.feg-touristguides.org</p>
Italy		<p>ASIS - Consorzio Cooperative Sociali www.consorzioasis.eu</p>
Latvia		<p>The Latvian Umbrella Body for Disability Organisations www.sustento.lv</p>
Poland		<p>Społeczna Akademia Nauk w Łodzi www.swspiz.pl</p>
Spain		<p>Fundación Pública Andaluza El Legado Andalusí www.legadoandalusi.es</p>
Spain		<p>Instituto de Formación Integral, S.L.U. www.ifi.com.es</p>
United Kingdom		<p>Minster Development Centre Ltd. www.minsterdevelopmentcentre.eu</p>