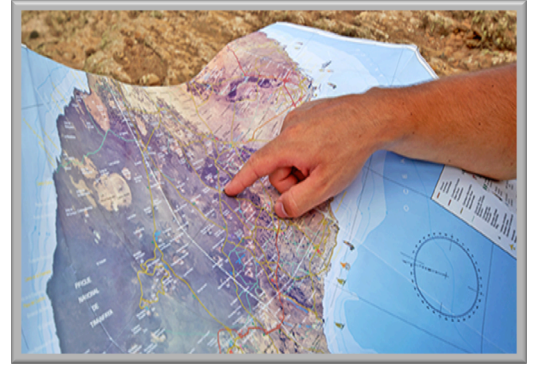


T-GUIDE NEWSLETTER

No. 5, SPRING 2015



Welcome to the fifth 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".

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Meet the T-GUIDE Team at the T-GUIDE Conference, Brussels, 31 March 2015



T-Guide Conference, Brussels, 31 March 2015, 10:00 to 13:00.

**Venue: Flemish Government
Buildings, Auditorium,
Boudewijnlaan 30, 1000 Brussels.**

The T-Guide partners present the results of the T-Guide Lifelong Learning project at this open event hosted by the Flanders Agency for Accessibility, in association with ENAT - the European Network for Accessible Tourism.

The conference, which is free of charge, is open to tourist guides; managers, owners and staff of tourist destinations and attractions; organisations that arrange holidays, trips or events for people with learning difficulties and/or intellectual disabilities, as well as families, friends and people with learning/intellectual disabilities. The conference language is English (simultaneous subtitling will be provided).

Background

T-Guide partners have made a detailed examination of the competences and skills required by tourist guides in order to guide these visitors, and has explored how to give the necessary training so that more tourist guides might offer their services to these groups in EU Member States.

The conference will address the policy background and initiatives in the field of Lifelong Learning related to tourism sector professionals

and will provide the participants with a “close-up” view of the T-Guide project development work, from research and development to test-training sessions, carried out with tourist guides and visitors in Spain, Latvia and the United Kingdom.

Conference speakers include Ms. Mieke Broeders, Director of the Flemish Agency for Accessibility, Mr. Peter De Wilde, Managing Director of Tourism Flanders, Ms. Antonella Correra, Policy Officer, European Commission Tourism Unit, Mr. Carlos Ortega, President of the European Federation of Tourist Guides' Associations, and stakeholder representatives: Birgitte Bjørn, Autisme Denmark and Danielle Petesch, Tricentenaire - 3,2,1 VAKANZ, Luxembourg, Holiday and Excursion Support Association for Persons with Disabilities.

T-Guide experts will hold a Workshop Session for tourist guides, following the conference, from 14:00 to 16:00 hours.

Further information is available at the conference website: <http://www.t-guide.eu/admin?i=t-guide.en.events.1673>

T-Guide e-Learning

An Introduction to Guiding Visitors with Intellectual Disabilities or Learning Difficulties

The T-Guide online course is an introduction for tourist guides about how to prepare and carry out inclusive tours for people with intellectual disabilities 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 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.

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.

While the focus of this course is to assist tourist guides to undertake tours that include people with intellectual disabilities or learning difficulties it will also raise the trainee’s awareness of a range of disabilities and have a much wider value for preparing tours for visitors with a wide range of needs and requirements.

The online course is currently in *Beta* (or trial) version and will be finalised after a period of testing with tourist guides in April 2015.

Visit the website: www.accesstraining.eu to try out the trial version.

Opening page of the T-Guide e-Learning Course

The screenshot shows the 'T-Guide E Learning Modules' page. At the top, there is a navigation bar with 'ACCESS Training E-Learning Platform' and links for 'About', 'Partners', 'E-Learning Platform', and 'Contact Us'. Below this is a user interface with 'My Course', 'My Statistics', 'User Survey', 'My Favourites', and 'Search' buttons. The main content area is titled 'T-Guide E Learning Modules' and contains six module cards:

- T-Guide Module 1. Introduction**: Overview of the T-Guide e-learning course on tourist guiding of visitors with intellectual disabilities or learning difficulties. 0% Completion, 10 minutes remaining.
- T-Guide Module 2. The Accessible Tourism Market**: This module helps you understand the value of the accessible tourism market; the numbers and potential demand for the services you can offer, once you are trained. 0% Completion, 15 minutes remaining.
- T-Guide Module 3. Understanding disability**: This module gives an introduction to a range of intellectual disabilities and learning difficulties as well as other disabilities, describing the requirements that visitors with these conditions may have. 0% Completion, 17 minutes remaining.
- T-Guide Module 4. Preparing for a Tour**: This module is about understanding your role and the way you can prepare and adapt your tour. It describes how to establish working relationships with the managers of the places you visit, how to prepare for your clients and how to develop materials that you can use on the tour to enhance communication and understanding. 0% Completion, 23 minutes remaining.
- T-Guide Module 5. On the tour**: This module describes techniques that you may use on the tour, with useful hints and tips about communication, making the experience good for everyone and being alert and ready to respond even to individual needs. 0% Completion, 10 minutes remaining.
- T-Guide Module 6. Evaluation**: This module looks at how you can keep a record of your tours and make a self-assessment of your performance for accreditation purposes. Further sources of information about training, learning and social networking with other tourist guides and experts are signposted. 0% Completion, 6 minutes remaining.

Introducing T-Guide Partner...

Consorzio Cooperative Sociali ASIS, Italy

www.consorzioasis.eu

ASIS - a Consortium of Social Cooperatives from the Regione Campania (IT), was established in 2005. It is constituted by 5 local consortia for a total of about 70 social cooperatives. ASIS works to improve the professional development and management skills of social enterprises managers and workers. Since it was born, ASIS has been running activities in the following sectors:

- Training for social enterprise managers;
- Financial Consultancy for social enterprises;
- Networking project at regional, national and EU level;
- Research on Social Economy.

It is part of the National Consortium of Social Cooperatives "Gruppo Cooperativo Gino Mattarelli - CGM".

ASIS' international mission: to bring Local Social Cooperatives to EU, bringing local social issues to the EU Institutions' attention.

Since 2008 ASIS has been participating as coordinator or partner in about 10 European projects all concerning social issues like mental illnesses, social housing, seniors, autistic children, scholar assistance approaches.

Consorzio ASIS gave birth to the T-Guide project in late 2011 thanks to the constant and fruitful interaction with social cooperatives active on social tourism within its Network. Since then the ASIS' Board showed a high responsibility to provide appropriate responses to tourist services needs coming from a group of people which ASIS' social cooperatives daily interact with through their services. Out of the pure social scope, ASIS realized, being still an enterprise, that tourist services – in particular tourist guiding - targeting people with intellectual disabilities could fill a very interesting niche market which until then had never been looked at with due care by the Third Sector in Europe.












T-Guide project partner meeting, Lichfield – November 2013



T-Guide partners on training visit to the British Museum, London December 2014

T-GulDE Partners



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