

EUROPEAN FEDERATION OF TOURIST GUIDE ASSOCIATIONS

GUIDING PEOPLE WITH SPECIAL NEEDS

Across Europe we have a moral obligation as well as a legal duty to anticipate, consider and understand the access needs faced by disabled and less-able people when using our Tourist Guide services. Our visitors have a wide variety of needs, which we must anticipate, recognise and address while professionally interpreting the natural and cultural heritage of our area of qualification delivering the tourism product expected and bought by our visitors. The entire tourism industry is becoming more accessible and inclusive and as usual we Tourist Guides play a crucial part in this effort. Guiding people with special needs is not rocket science. The *Art of Guiding* will help us along the way, as will some tips and hints through practical skills during this seminar. This seminar focusses mainly on guiding visitors with mobility issues and physical impairments. If you want to find out more about guiding visitors with learning difficulties join the T-GUIDE Course.



Who should attend? ... Learning outcomes

This Seminar is for all qualified Tourist Guides, who want to:

- enhance their awareness of the definition and multitude of special needs
- up-date their English terminology of special needs
- gain an understanding of the benefits of addressing special needs
- pick up some ideas for making their services more accessible and enjoyable for wheelchair users
- identify specific practical skills and techniques for guiding visitors with visual and hearing impairments or learning difficulties
- explore child safety during guided tours
- gain more confidence and enjoyment in working with visitors with special needs

Seminar Objectives

This seminar will address aspects of the standard for tourist guide training programmes EN15565, by looking at selected points of module 6.2.5. guiding for persons with special needs, including awareness of potential

special needs of tourists (e.g. accessibility and design for all), adaptation of guided tours which allow access for those disabled or aged, adaptation of guided tours taking child safety into account [source: EN15561], people with visual or hearing impairments.

Training Methodology

- Interactive, responsive, participative, positive, supportive
- Enabling exchange of experiences
- Working in pairs, groups and using role play to gain knowledge and practise skills
- Simulating aspects of guiding situations with guests with selected examples of special needs

Seminar Duration: Tuesday 15 November 2016
15.00 to 19.00

Seminar Venue: Hotel Slavia, Solnicni st. 17, 60200, Brno
Tel. +420 542 321 249

Number of Participants: Max of 20 participants, min 6 participants

Trainers: Mary Kemp Clarke, UK/Scotland, FEG
accredited trainer & WFTGA Lead
International Trainer

Registration Deadline: 31st August 2016

Seminar Cost: 95 EUR per person

Bank Account Details: FEG-EUROPEAN TOURIST GUIDE FED

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Bookings / Payment bank receipts to be sent to Paulo Cosme on:

paulocosme@feg-touristguides.org

With copy to FEG Secretariat on:

secretariat@feg-touristguides.org

Confirmation upon receipt of payment

List of the participants will be confirmed based on the order of registration date

FEG reserves the right to cancel Seminars if there is insufficient enrolment

A FEG attendance certificate will be issued to participants

**PLACES ARE LIMITED!!!
EARLY BOOKINGS RECOMMENDED!!!**