

**ACCREDITATION PACK FOR BLUE BADGE**

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# Welcome to Your Application Pack

We hope this pack provides you with all the information you will need to successfully draw up an Application for Course Accreditation.

**Your pack includes the following:**

1. About the Blue Badge qualification and specified area
2. How to prepare your Application for Course Accreditation
3. An Application Form (to accompany the formal course description and fee)
4. Course Content
5. Course Management
6. What happens once you have submitted your Application?

**Annex A: Helpful documents**

1. Fees Payable Information
2. Experience and Qualifications required of the Course Director
3. Definition of Training Team Roles
4. Blue Badge Tourist Guide Candidates (short courses)
5. Advice on Planning and Organising Interviews
6. An Exemplar Interview Summary Sheet

An Exemplar Timetable & Budget (see separate Excel document)

**Annex B: Important information for Students and Course Directors / Training Providers**

1. Your Institute Visitor
2. Guiding in a Foreign Language
3. Students’ language registration form
4. Candidate Information Form for enrolling students (to be confirmed by the Course Director and sent to the Institute of Tourist Guiding)
5. Sample Student Code of Conduct
6. Sample Badge Engraving Form
7. Accredited Prior Learning
8. Dealing with Children & Vulnerable Adults

# About the Blue Badge Training and Qualification

* The Institute of Tourist Guiding Blue Badge qualification meets the criteria for professional status of Tourist Guide as defined by the EU (BS EN15565) and the BSI (British Standards Institute).

The minimum hours for this status are:

600 hours of which 360 hours are contact hours. 240 hours of the contact time must be practical training. (Details of this on page 11)

* A Tourist Guide is defined as: *‘a person who guides visitors in the language of their choice and interprets the cultural and natural heritage of an area and possesses an area-specific qualification issued and / or recognised by the appropriate authority’*

For the Institute, the area-specific qualification can be a region or number of counties or a metropolitan area. (See Specified area definition below)

* Students must pass written examinations and practical examinations on a coach, on a walk, and at a minimum of two sites (including a religious building and a gallery or museum). This will qualify the guide to work throughout their region offering coach tours, walking tours and site tours as requested by clients.
* There is a fee payable for getting your course accredited (in 2022 this fee is £770) and this should be sent with your application. Please check the ITG website for current fees. There is also a registration fee per student payable when the course starts. In 2022 this fee is £166 pp.
* A full and detailed syllabus, as decided by you, is required for your region at the time of application. The Institute will base the written and practical exams on this syllabus.

**Specified area**

* The ‘specified area’, details of which are to be submitted with the application, is required to contain a region or combination of regions (towns, cities and rural areas) or a metropolitan area (e.g. London, Liverpool City Region).
* The environment within the area should be both manmade and natural.
* There must be sufficient suitable environment to support commentary and interpretation of a range of visual and non-visual topics to engage sustained interest of the visitors (leisure or professional).
* It must be capable of sustaining/accommodating the following:
  + A minimum of one 90-minute flexible route coach tour or similar.
  + A minimum of one 90-minute flexible route walking tour to include sufficient stops to enable the candidates to be fairly assessed en route at points suitable for presentations, in accordance with Institute examination requirements.
  + A minimum of two sites including both religious (places of worship) and secular (e.g. stately home, museum, gallery, etc.) in addition to any other relevant visitor attractions or business/commercial/industrial premises.
  + The region/metropolitan area will be suitable as the start and finish point for a minimum of five full-day tour programmes.

# How to Prepare Your Application

Your application will be considered by members of the Accreditation Committee of the Institute of Tourist Guiding and the contents will be regarded as confidential until the training course is approved.

Your INITIAL application should be submitted no less than 9 MONTHS before your course is due to start. This will give time for your accreditation to pass and for you to then advertise and recruit for the course.

Applications for RE-VALIDATION of an existing course should be submitted no less than 3 months before your course is due to start.

New applications should include the following information:

Course Description including Rationale, Aims and Objectives, Recruitment, the Learning Environment, The Training Team

Syllabus Describing the full extent of the training area and the practical skills to be covered

Timetable Showing the programme for delivering the syllabus

Budget Setting the finances of your course

Work through each section of this guide, designed to help you provide us with the information we require. Answer all the questions in each part, otherwise your accreditation may be delayed whilst we contact you.

If you are applying for Re-validation you need only submit a new Rationale for running the course and highlight any changes you wish to make to the original Accredited course content.

## Application information required

**The Rationale for your training programme**

Please explain in detail why the training course is needed.

**Structure and Content of your training programme**

1. Briefly explain the rationale behind your training programme structure and content – E.g. How is the programme to be delivered: modular or partly online? Residential weekends? Please list total hours for each element to ensure you meet the minimum criteria.

**Selection and Recruitment of Students**

1. How many students do you want to recruit for your training programme?
2. How many students do you need for the training programme to be financially viable?
3. Where will applicant interviews take place and who will be on your interview panel (you need a minimum of 3)?
4. Demonstrate how you will apply Equal Opportunities to: age, previous experience, lack of qualifications, foreign language applicants, disability, dyslexia, etc.
5. Describe your Interview procedure. Will candidates be asked to: take an entrance test? Attend an interview? Make a presentation? (Please supply an example of your Course Application form for potential students).
6. How will students be warned about the amount of private study likely to be needed?
7. What information will be provided to the student?
8. When will potential students be told about the cost of Institute examinations?
9. How will your programme be publicised/advertised? (Please note we need to see an example of your publicity).

**The Learning Environment**

1. Describe the location and facilities in which lectures will take place.
2. Describe any Health and Safety issues associated with each site.
3. Describe the steps you will take to ensure all students are safe when outside the lecture rooms (walking, coach, etc).
4. Describe the educational support/back up that will be available to students.
5. How do you intend to foster a friendly, anti-discriminatory rapport between students?
6. How will attendance be monitored? If a student regularly misses learning sessions what will you do?
7. Describe how you will monitor the progress of each student.
8. During the delivery of the course how will you evaluate the performance of each student, and how will you feed this individual information back to the student?
9. What measures will you take for students who require extra support?

**The Training Team** (for further details see Annex A)

1. There should be a Steering Committee comprising the local guiding association, local sites, users of guide services, local tourism organisations. Please outline who is on your Steering Committee.
2. Please tell us about the trainers, tutors and lecturers who will be delivering this programme, providing (where possible) the name, qualifications and experience of each. We require a brief biography and the qualifications of:

* The Course Director
* Other members of the training team (not lecturers)

1. Please confirm that all trainers (not lecturers) are members of the Institute of Tourist Guiding.

**Syllabus and Timetable: What do you intend to teach your students and when?**

1. Please include your full syllabus detailing all the topics and subjects you intend to cover on your course plus a full syllabus for each examination site. Please ensure you include the 2-day Communications Seminar.
2. How do you intend to prepare students for the Background Knowledge Examinations?
3. Please set out your Timetable in detail – indicating how much time will be given to development of practical guiding techniques, communication skills, and business skills and time for the Institute Visitor to meet students.
4. Your Timetable should also include information about direct contact hours and private self-study hours. (This could be a separate document from what is given to the students).
5. Please specify and justify the sites you would consider suitable for practical examination:

* Religious Building
* Museum and/or Art Gallery
* Outline format and type of routes available for Coach Examination
* Identify the towns/special sites suitable for a potential Walking Tour

**Budget:**

1. How much will you be charging each student for the Course - excluding Institute Examination Fees?
2. Do you have any financial sponsors?
3. Please provide a spreadsheet showing your budget. (There is an example in the Excel document on the website for Blue Badge)

## 

## What to send checklist

Your Blue Badge Application for Accreditation should consist of:

|  |  |  |
| --- | --- | --- |
| 1. | A COMPLETED INSTITUTE OF TOURIST GUIDING APPLICATION FORM |  |
| 2. | YOUR RATIONALE AND COURSE MANAGEMENT DOCUMENT |  |
| 3. | THE DETAILED COURSE SYLLABUS |  |
| 4. | THE FULL COURSE TIMETABLE |  |
| 5. | A DETAILED COURSE BUDGET |  |
| 6. | AN EXAMPLE OF YOUR STUDENT COURSE APPLICATION FORM |  |
| 7. | EXAMPLE OF YOUR COURSE PUBLICITY |  |
| 8. | THE ACCREDITATION FEE |  |

## How to pay your accreditation fee

Payment of the fee should be made via bank transfer to the ITG account:

*Bank:* **Barclays**

*Sort code:* ***20-31-52***

*Account No.:* ***30673277***

*Reference:* Blue + Name of Course

## Sending your application

In the first instance, your application should be sent to [office@itg.org.uk](mailto:office@itg.org.uk) for the attention of The Operations Manager

Once the Accreditation Fee has been processed, your application will be forwarded to the Chair of the Accreditation Committee.

## Application for Accreditation Form

**APPLICATION FOR ACCREDITATION OF A TRAINING COURSE**

|  |
| --- |
| Title of the Training Course |
| Type of Training Course: Blue Badge |
| Title of Qualification to be awarded |
| Area or site the training course covers |
| The proposed start date of your training course: |
| The Training Provider will be:  Email address Telephone No |
| The Course Director/s will be:  Email address’s  Telephone No |
| Who should the Accreditation Committee contact in respect of queries about your application?  Name, Email and Telephone No. |
| Address potential students should contact:  Email :  Closing date for Applications : |
| The Accreditation Fee was paid on: |
| Checklist - Submitted with this document are:  The full Course Description, a Syllabus, a Timetable and a Budget |

Signed by the Applicant …………………………………………………………………….. Date ………………………………

Position of the Applicant ……………………………………………………………………

This application together with supporting documents should be sent by email to office@itg.org.uk.

# Course Content and Curriculum (BS EN 15565)

## Competencies

The training programme shall be designed to enable tourist guides within their area of qualification to:

* represent the area (site, city, region and/or country);
* guide groups or individual visitors (including those with special needs) around natural and man-made attractions of an area;
* research and develop information in order to provide accurate and relevant commentaries;
* interpret for visitors the cultural and natural heritage as well as the environment;
* help visitors to experience and understand what they are viewing and/or visiting;
* inform visitors on all the relevant aspects of life in the area;
* create and/or develop guided tours in their area;
* use the appropriate language.

The training programme shall be designed to enable tourist guides to:

* assess their audience;
* adjust to their respective interests and requirements by selecting relevant information;
* present the appropriate information in a comprehensive and communicative way.

The training programme shall be designed to enable tourist guides to be knowledgeable about:

* the tourism industry and the profile of visitors in their area;
* relevant rules and regulations, including health and safety;
* taxation and insurance requirements;
* marketing and running a tourist guide business.

## Content

In order to comply with BS EN 15565 Blue Badge courses must consist of the following:

The training programme shall comprise **a minimum of 600 training units** (TU). A training unit is equivalent to 60 minutes. Training Units may include:

* lectures, tutorials;
* e-learning;
* practical training;
* private study and assignments

.

***Please note that some subjects under common and area-specific will overlap in the Institute’s Background Knowledge syllabus.***

The training programme on **common subjects** shall comprise a minimum of **180 TU**. The minimum duration of the individual categories shall be as follows:

* theoretical knowledge 54 TU
* guiding techniques and skills 108 TU
* business knowledge and skills 18 TU

*For definitions of common subjects see Information Box 1.*

***Information Box 1***

**Common subjects: Theoretical knowledge**

The training programme shall comprise an introduction to the following theoretical subjects, set in a European background and wider intercultural knowledge where relevant:

world history and culture; legal and political system of the European Union; religions and philosophical movements ; history of art and architecture; arts (performing and visual) and literature; world geography and geology; professional ethics.

**Guiding techniques and skills**

The training programme shall be designed such that students are trained in the techniques to guide on a moving vehicle, in a site or on a walking tour.

Presentation techniques

The training programme shall comprise the following:

* voice projection, diction, microphone use, breathing techniques;
* eye contact, stance, body language, posture;
* personal appearance and behaviour;
* style and vocabulary

Communication techniques

The training programme shall comprise the following:

* adaptation to audience requirements and environmental conditions (e.g. commentary and material);
* interpersonal skills;
* selections, structure and linking of information;
* handling and use of questions;
* stress management;
* time management (e.g. deliver a commentary concisely within the time allowed);
* clear explanation and description of top visual priorities.

Group management

The training programme shall comprise the following:

* positioning of guide and group;
* neutral approach and politeness;
* group dynamics;
* risk assessment;
* crisis and conflict management.

Guiding for persons with special needs

The training programme shall comprise the following:

* 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.

Business knowledge and skills

The training programme shall comprise the following:

* fundamentals of economics;
* tourism industry worldwide, its importance and development;
* tourist guide profession; the position of the profession in the tourism industry;
* sustainable tourism;
* commercial aspects of the tourist guide profession (e.g. accounting, marketing and administration);
* legal aspects of the tourist guide profession (e.g. intellectual property rights, e-commerce and data protection);
* research, planning, developing and updating guided tours;
* health and safety regulations, management of emergency situations;
* debriefing and quality control (e.g. documentation, evaluation, monitoring, customer retention, customer satisfaction).

The training programme on **area-specific subjects** shall comprise a minimum of **180 TU**. The minimum duration of the individual categories shall be as follows:

* theoretical knowledge 162 TU
* working conditions 18 TU

*For definitions of area-specific subjects see Information Box 2.*

***Information Box 2***

**Area-specific subjects: Theoretical knowledge**

General

The training programme shall be designed to enable students to interpret the heritage of an area and its sustainability.

Human history

The training programme shall comprise the following:

* political, social and economic history; archaeology; history of art; architecture.

Environment

The training programme shall comprise the following:

* geography and geology; natural heritage (e.g. ecosystems and protected areas); flora and fauna; ecology; environmental impacts of industry and agriculture; weather and climate.

Culture

The training programme shall comprise the following:

* arts (performing and visual);literature and linguistics; customs, folklore, traditions and mythology;
* famous historical figures (e.g. scientists, local heroes).

Economics

The training programme shall comprise the following:

* agriculture; manufacturing; services.

Contemporary life

The training programme shall comprise the following:

* legal and political system; social demographics; education system; social care and health system;
* science; intercultural issues; leisure, recreation, entertainment and sports; food and drinks; celebrities.

Working conditions

The training programme shall comprise the following:

* working conditions related to the tourist guide profession, tax, law and social security; statutory and private professional organisations related to the tourist guide profession; tourism and cultural heritage related legislation.

The training programme on practical training shall comprise a minimum of

**240 TU**. It shall comprise demonstration tours and field trips to places and monuments, and should include the major heritage sites of the area of qualification in addition to practice sessions on site.

*For examples of practical training see Information Box 3*

***Information Box 3***

The **practical training** programme shall comprise demonstration tours and field trips to places and monuments, to include the major heritage sites of the area of qualification.

The field trips shall include coach or other moving vehicles, site and walking tours. The field trips shall cover the rural and urban environment of the area of qualification and should include related visits to e.g:

* museums;
* art galleries;
* historical sites;
* archaeological sites;
* places of architectural and cultural importance, including sacred sites;
* natural heritage areas.

The practical training shall require students to practice the skills during field trips and apply the knowledge acquired.

**The course accredited by the Institute will contain the following practical training components**:

* Demonstration tours by suitably trained and accredited guides.
* Communications Seminar of at least 16 hours in an appropriate environment and conducted by an Institute accredited trainer; this will usually be a two-day session. If two trainers are used at least one must be Institute accredited.
* Tour planning project, to include content as specified in the Examinations Handbook.
* Practical training in the knowledge required to guide the sites conducted by an Institute accredited trainer.
* Development of research skills.
* Practical training in communication skills – this will include a Communications Seminar conducted by an Institute accredited trainer as well as ongoing training throughout the course.
* Training in the ability to deal with a diverse range of client profiles.
* Using audio (and visual) technology for guiding where appropriate.
* Content relevant to spiritual, moral, ethnic, social, cultural and environmental issues in relation to tourism, as appropriate.
* Training in health and safety, disability awareness, safeguarding and first aid.
* Raising awareness of responsible tourism.
* Working with other professional tourism organisations such as tour operators, agencies, destination management companies and coach companies.
* Business skills, including awareness of taxation and insurance requirements.
* Marketing and running a tourist guide business.

## Teaching and learning methods

The teaching and learning will be delivered through a combination of the following approaches:

1. Lectures delivered by tutors/speakers, related to the structure and content of the course.
2. Consideration may be given to the inclusion of online delivery through software applications and to student-led discussion/presentation of topics relating to their studies.
3. Practical training on site visits comprising demonstrations, guided student delivery at both specified and randomly chosen stops, with collective and individual feedback from the tutor(s) and from peers where appropriate.
4. Communications Seminar, concentrating on communication techniques and presentation skills given by Institute accredited trainers.
5. In addition to the above contact hours students will be expected to undertake substantial independent research and background reading.
6. Students will also be expected to research various subject areas as specified by the course team and give presentations during classroom sessions.

## Teaching and learning environment and resources

1. There will be full access, appropriate for training purposes, to all necessary tourist sites and facilities.
2. There will be appropriate teaching rooms for lectures and training sessions providing a sufficiently sized and comfortable learning environment.
3. Learning resources will include handouts, either by e-mail to students, Drop Box or similar, and audio/visual presentations as appropriate; any technology will be used professionally.
4. There will be clear and efficient procedures for the distribution of any course materials, either in paper or electronic form.
5. Students will have access to, or be directed towards, materials for further reading and research.
6. Attention will be paid to study and learning skills as appropriate to adults who may be returning to study after a long break.
7. Provision will be made for students who have a disability or other special needs.

## Examinations

1. Examinations will be provided and arranged according to Institute requirements and in consultation with the Chief Examiner.
2. Please see the Examination Handbook on the Institute’s website for details.
3. The size of the examination groups and the number of stops available for practical examination should be specified. They will be agreed later by the Course Director and Chief Examiner
4. Information on examination fees and arrangements for payment should be made clear to students before enrolment.

## Student information

There will be a Student Information Pack, available in either electronic or print format, which will specify:

1. A timetable with the number of contact hours, course dates, times, location of sessions and trainers/lecturers.
2. Syllabus.

There will be a syllabus including the following core components:

* Knowledge of all sites that may be visited on qualification (e.g. historic buildings, heritage resources and other visitor attractions) necessary to deliver an effective commentary, organised in topics.
* Background knowledge appropriate to the course.
* Knowledge of health and safety requirements, including working with visitors with special requirements.
* Details of other locations with which students would be expected to familiarise themselves.

1. Examinations that students will be required to take*.* The Institute requires the student signs a declaration that they have read and understood the [Examination handbook](https://www.itg.org.uk/about/examinations/examinations-handbook-and-standard-operating-procedures-sops) when they register for the examinations.
2. Quality assurance, evaluation and complaints procedures. Include information about the role of the Institute Visitor.
3. Names and contact details of Course Director (and Course Administrator, if there is one).
4. Any pre-course preparation that is required.
5. The Institute Student Code of Conduct.

# Course Management

## Steering committee

A Steering Committee will be convened prior to detailed planning and submitting the course.

* The function of the Steering Committee is to assist in the planning and delivery of the course by overseeing and advising on content and delivery
* It will reflect a range of relevant professional members, and may typically include: The Course Director, Course Administrator and a representative from each of the following: the Training Provider, a local Guides’ Association, Destination Management Organisation e.g. VisitBristol, the site(s) to be examined, the coach company as appropriate, a local tour guide company and/or tourist information centre.
* It will meet at the preparation stage and at least once during the duration of the course to assess its effectiveness, both in terms of delivery and budget, instigate any changes required by the Institute Visitor and agree to/or recommend any changes as appropriate.

## Training team

Details of qualifications and experience of the following will be provided, for example through a CV:

* Course Director and core course teaching team, including those involved with the Communications Seminar
* Other key personnel involved in general administration and finance
* Other occasional lecturers/speakers

(Refer to Annex A for qualifications required by a Course Director and Definition of Training Team Roles)

## Recruitment of students

* The course provider will have a recruitment plan which will:
* Include a marketing and advertising plan to promote the course.
* Identify the potential source(s) of applicants for the course.
* Set a schedule for advertising, interviewing, and informing successful applicants.
* Establish entry requirements and selection criteria (including minimum and maximum numbers for the course).
* Consider the need for guiding in non-English languages (and be aware of the regulations issued by the Institute Language Committee).
* Select an appropriate interview team of no fewer than three personnel, which will typically comprise the Course Director and, as appropriate, the Course Administrator, a language guide for language interviews and/or representatives of the tourist industry.
* Follow an agreed interview format. (Example in Annex A)
* On registration, all students will sign that they agree to the Terms and Conditions of their registration on the course, and will sign a ‘Code of Conduct’. (Example in Annex B)

## Monitoring student progress

* There will be a formal induction session for all students, at which they will be given details of the monitoring process.
* Arrangements for support and counselling during the course will be clear and effective and explained to students in advance.
* Students will be regularly informed, for example through individual tutorials and oral and written feedback after each training session of their progress and any concerns that the tutors may have. If necessary they will be informed of any remedial action that may be required.
* The course will include mock examinations at appropriate stages.

## Quality assurance

* Students will be made aware of both the course’s and the Institute’s complaints policy and procedure. All complaints and the action taken will be recorded in writing.
* There will be systems for obtaining feedback from students during the course. This will include:
  1. Anonymous feedback at an early stage (e.g. through an online survey), which will be sent direct to the Institute and the Institute Visitor.
  2. Direct feedback to the Course Director at an early stage with appropriate action taken and recorded.
  3. The Course Director will obtain end-of-course feedback from the students and note any specific points in their end-of-course report.
  4. An anonymous online end-of-course feedback questionnaire will be administered by the Institute.
* All courses will be visited by an Institute Visitor twice on pre-arranged dates. The visits will include meetings with the students and with the tutors, if practicable, and observation of a training session.
* The Course Director will complete a Self-evaluation form before the visit by the Institute Visitor.
* The Course Director will complete an End of Course report.

# What Happens After Application

* **Once you have submitted your Accreditation Application you can start to recruit potential students.**
* **A member of the Accreditation Committee will contact you to discuss your application. You may be required to submit additional information.**

**How long will the Accreditation Procedure Take?**

Once the Accreditation Committee has received all the necessary paperwork, we undertake to examine, consider and respond within the MINIMUM time frame.

|  |  |  |  |
| --- | --- | --- | --- |
| **Qualification** | **Type of Course** | **Minimum Submission Time before start date** | |
| Blue | New Course | 9 months | |
| Revalidation of existing course | 3 months |
| Green | New Course | 6 months | |
| Revalidation of existing course | 3 months |
| White | New | 3 months | |
| Revalidation of existing course | 2 months |
| Endorsement Course | New | 3 months | |
| Revalidation | 2 months |

**Your application will pass through 3 stages**

1. Scrutiny by the Accreditation Committee - recommendation for approval
2. Review by the Qualifications Board – ratification
3. Board of Directors - agreement

Upon receipt of an official Approval letter giving accreditation from the Institute of Tourist Guiding you can organise interviews. Your course will also be advertised on the Institute website.

**As soon as the course starts you should register all the students you have enrolled on** the Student Registration form and send it, together with the registration fees to the Institute of Tourist Guiding.

# Annex A

**Annex A: Helpful documents**

1. Fees Payable Information
2. Experience and Qualifications required by the Course Director
3. Definition of Training Team Roles
4. Blue Badge Tourist Guide (BBTG Candidates (short courses)
5. Advice on Planning and Organising Interviews
6. An Exemplar Interview Summary Sheet

## Fees Payable Information

New fees are implemented on 1st September each year after approval by the Board of Directors. If your course is of more than one year’s duration, or falls across the implementation date, students may be required to pay higher examination fees in the second year.

1. **Accreditation Fees** are payable when a new training course is submitted for accreditation. The accreditation committee will not consider your application before the fee is received.

The accreditation fee also covers the provision of an Institute Visitor.

**Fees should be made payable to: “The Institute of Tourist Guiding” and paid by bank transfer to:**

Bank: Co-operative

Sort code: 08-92-99

Account No.: 65562143

Reference: your course name/type of badge (eg Westhall/WB)

Current Accreditation Fees are listed on the Institute website under “Getting your Training Course Approved”:

<https://www.itg.org.uk/media/2711/exam-fees-2021-2022.pdf>

Accreditation Fees - Refund Policy

Should an Accreditation Application be withdrawn within 3 weeks and before it has been scrutinized by the accreditation committee, the full fee, less an administrative fee, will be refunded to the applicant.

**2. Registration Fees**

**Course Directors are responsible for collecting and forwarding** **the Registration Form and Registration Fees** to the Institute of Tourist Guiding by the end of the second week of the course.

Registration Fees are non-refundable.

Course Directors are required to submit details of all enrolled students to the Examinations Administrator of the Institute of Tourist Guiding using the **Registration Form.**

Course Directors should find out whether students wish to work in their first language. Non- English students will have to take an English examination if they want to work in English*.*

Further, please ensure you record any impairment that may impact upon the student’s performance in examinations. We need to know in advance whether a student is, for example, partially deaf, has arthritis, suffers from angina or dyslexia. The Institute should be informed before the examinations take place if any candidate has a medical condition that may impair performance (a medical certificate may be required). Candidates whose first language is not English, candidates with dyslexia or another special medical condition will be given extra time in written examinations.

It is very important that students are made aware of their responsibility to inform the Course Director **and** Institute of Tourist Guiding if their contact details or medical condition change. The registration address will be used by the Institute when sending examination information, invoices, evaluation documents and certificates.

**3. Re-Validation Fees**

Each time a course is re-run (within 5 years of the original accreditation) a re-validation fee is payable. Current accreditation fees are listed on the Institute website under “Getting your Training Course Approved”. (See details for payment above)

If more than 5 years have elapsed since the course was Accredited a new application will be required.

The Re-validation fee should be paid at the same time the Course Rationale is submitted to the Accreditation Committee (and before students have been recruited).

Refunds Policy – Re-Validation Fees

Re-Accreditation fees are non-refundable

**4. Examination Fees**

Examination candidates will be invoiced 3 months before the examinations take place and fees are payable at least 6 weeks before the examination.

Examination fees cover:

* The Services of the Chief Examiner.
* Written examinations: The Examination Compiler, Exam Paper marker, Invigilators and Room Hire.
* Practical examinations: Examiners, Coach “caller”, and Coach Hire.
* Provision of examination papers and registered postage for the transfer of documents.

## Qualifications and Experience Required of a Course Director

The Institute of Tourist Guiding would prefer the Course Director to be a current member of the Institute of Tourist Guiding. However, in exceptional circumstances, the Course Director may be a member of a tourist organisation involved in welcoming the public to the town or city, or have experience of tourist guiding in the town. In this case the Accreditation Committee will need to see a personal biography outlining relevant previous experience before approval can be given.

The Course Director should show evidence of at least one qualification from each of the two following sections: -

1. **Teaching/Training**

* Hold an Institute of Tourist Guiding Accredited Trainer certificate
* Hold a PGCE, Cert Ed, B.Ed.
* Show evidence of leading practical training schemes within the past 10 years
* Show experience as a leading tutor on an Institute Training programme within the past 10 years

1. **Guiding**

* Hold a Blue Badge

## Definition of Training Team Roles

**Course Director**

The responsibilities of the Course Director include those in the list below.

* Course leadership and organisation
* Recruitment of trainers, lecturers, tutors and mentors
* Ensure that the delivery team clearly understand their delegated responsibilities and their role within the team
* Manage the effective delivery of the course outlined in the Syllabus
* Liaise with Programme Provider, professional bodies, sites and other tourist organisations
* Liaise and work with the Institute of Tourist Guiding Visitor
* Ensure the course is delivered within the budget
* Maintenance of student attendance records
* Assist in the practical organisation of course delivery - hiring transport, rooms, providing information to students, set up of websites, etc.
* Manage the induction of new students on to the course
* Interact with students on a regular basis and organise course evaluation systems
* Monitor student evaluations and tutorials
* Work to enhance the student experience by pursuing excellence in course delivery
* The Course Director should personally respond to all student complaints or worries as part of his/her support role in the first instance
* Ensure all candidates are registered and entered for examinations
* Undertake a course appraisal at the end of the course, and identify the strengths and weakness for the assistance of future Course Directors
* A Course Director may also be an Accredited Trainer, Tutor or Lecturer.

**Accredited Trainer**

A person who has been endorsed as an Accredited Trainer by the Institute of Tourist Guiding for practical and theoretical training.

**Tutor**

A person, recruited by the Course Director, who can show evidence of qualifications or experience of teaching practical guiding skills. During training sessions Tutors should give immediate feedback to each student, indicating strengths and weakness of their performance.

**Lecturer**

A person recruited to deliver a lecture, either in a lecture room, on-line, or at a site. Lecturers should provide a written resume of the lecture for distribution to students and for the written examination compiler to show the material covered.

**Mentor**

An informal confidant or friend, possibly a qualified tourist guide, unlikely to be directly involved in delivery of the training course. Someone who can advise on the experience of being a student guide and offer help or advice about marketing yourself once qualified.

**Institute Visitor**

Appointed by the Institute of Tourist Guiding to monitor the delivery and style of course delivery and assess the progress of students. The Course Director will allocate sufficient time for the Institute Visitor to meet and talk privately with students.

**Course Administrator**

A course administrator may be appointed by the Course Director to assist in all the administrative tasks and organisation associated with running a Training Course, eg organising visits, transport, sending instructions to students, ensuring all fees are paid etc.

1. BBTG CANDIDATES – Info for Course Directors 2020 Version 2

The Institute of Tourist Guiding would prefer all guides to participate in the full training course, but it is recognised that Blue Badge guides will have already successfully completed a full training course and will primarily be looking to acquire “Regional” knowledge associated with the new region.

Course Directors may either

1. allow BBTG candidates to buy into elements of a full study course

or

1. offer an entirely separate short intensive course designed for BBTG candidates only.

Issues to be addressed by the Course Director:

**Planning**

When planning the number of students to be recruited on to the full study course the Course Director should make provision for Applicants who are already Blue Badge Guides.

In most cases there will probably only be a couple of Blue Badge Guide Applicants. (A region may consider a full time fast track course if there are a large number of BBTG Candidate applicants).

ITG require compulsory units for the Blue Badge Tourist Guide Applicants to attend :-

* Two training sessions at any site in the region where Blue Badge guides have exclusive (e.g. Tower of London) or preferential guiding rights (e.g. Hampton Court, Salisbury Cathedral, York Minster).
* A minimum of one practical session on the examination coach route (in the case of London, a practical coach session).
* A minimum of one practical session in the religious building/s to be examined.
* A minimum of one practical session on the examination special sites/galleries/museums
* A 2 day Communications Seminar (unless one has been attended in the past 5 years)
* Provision must also be made for any BBTG Candidate who has never passed the Project module.

**TP/CD may apply for and justify the need for additional training units to be made compulsory as part of their Course Accreditation Application.**

Experience indicates that most Applicants who are qualified Blue Badge guides recognise the value and importance of practical sessions and will voluntarily opt to participate in additional training sessions.

The training team should agree which training sessions will be open to BBTGC and set fees for the compulsory units (listed above).

Fees should also be fixed (at the start of the course) for any additional optional services to be offered. The method and timescale of payment should also be clearly set out.

Examples of optional “buy-in” extra training that could be offered:

* + Lectures on Regional Knowledge
  + Full Study Weekends
  + Coach study days
  + Practical practice sessions
  + Written feedback on practice sessions
  + Tour Project support
  + Handouts and quizzes
  + Extra training for Examination Retakes

**Recruitment**

The Course Director should interview BBTGCs – formally or informally – to ascertain their reasons for wishing to enrol as a BBTGC and discover what training provision they will need.

It is important that the Training Provider / Course Director specifies to the BBTGC precisely the Terms and Conditions under which they are accepted.

It is important to establish whether BBTGC will need to produce a project or take the BK exam. BBTGCs are not required to take the walk exam nor the religious building exam if there are no preferential guiding rights. They are required to attend the demo tour of the religious building exam site.

The Course Director will formally accept or reject the BBTGC in writing.

BBTGs from Scotland or Wales are accepted on the same basis as Institute guides, but will need to become a member of the Institute before enrolling.

**Enrolment**

The Course Director should regard a BBTGC as being “attached” to the full study course.

The Course Director will collect the Registration Fee (the same as for full time students) from the BBTGC upon enrolment.

The Course Director will be responsible for forwarding all Registration Fees and Student information to the Institute of Tourist Guiding.

**During the Course**

1. Where a BBTGC attends a practical training session he/she will be entitled to immediate verbal feedback along with the rest of the group.
2. Written feedback, distribution of handouts and any other study support materials will be provided at the discretion of the Course Director and a charge can be levied for this.
3. If it is necessary for the BBTGC to complete a Project, they will not be entitled to any support or advice from the Course Training Team, unless offered. The BBTG candidate must deliver their completed Project to the Course Director on the same date as course students.
4. It is the responsibility of the Course Director to notify the BBTGC of the examination sites and examination coach route at the same time as fulltime course students, in accordance with timescales laid down by the Institute of Tourist Guiding (see Examinations handbook).
5. It is the responsibility of the Course Director to invite BBTG Candidates to the briefing by the Chief Examiner.

**Feedback**

The Accreditation Committee of the Institute of Tourist Guiding will be pleased to receive feedback from the Training Provider /Course Director about any practical issues that may arise as a result of the new policies on BBTGC.

## Advice on Planning and Organising Interviews

Interviews should play a constructive role in helping you select suitable course students. It is important that they are seen by potential students to be fair and even handed.

Many applicants will be apprehensive about their interview because a) it may be some time since they have had the experience or b) they are not quite sure what the course will entail and how they will be judged. It is important to create a relaxed but business-like environment.

If you plan to give applicants a short, written test to discover their existing knowledge, they should be warned in advance. Be aware that this may be quite frightening for applicants for whom English is not their first language, so try to be reassuring - eg spelling doesn’t matter. Likewise, if you want applicants to give a verbal presentation it would be kind to give them a choice of topics, with clear instructions about what is required.

Note the Institute of Tourist Guiding requires an interview team of no fewer than three members, including the Course Director (possibly a language speaker if interviewing non-British candidates).

Always thank interviewees for coming and build in spare time into the Interview to allow the potential candidate to ask questions.

Here are a few ideas for questions you might like to ask:

**PART 1 – Select as appropriate**

* Why do you want to train as a Blue Badge guide/ What is it about guiding that attracts you?
* What do you think the main qualities of a tourist guide should be?
* Why do you think you would be a good guide?
* Have you ever been on a tour with a qualified Blue Badge guide?
* We understand you are already working as a tourist guide, what difference will it make to you having an Institute of Tourist Guiding badge?
* What qualities do you have which you think would make you a good guide?
* How do you think you would cope if? (Think of a scenario: - it poured with rain all day, one person fell ill, the group were expecting a Greek guide).
* Do you have research experience and do you enjoy it?
* Can you confirm that you have regular access to a computer and can receive emails?

**PART 2 - Presentation**

With the invitation to interview, you were asked to prepare 3-minute presentation, could we now hear it.

* Listen and time the 3-minute presentation.
* What feelings do you have about your performance?
* Are you aware how long you spoke for?
* Would you change anything if you did it again?

**PART 3 - Essential information that MUST be given to potential candidates**

* During the interview, candidates for whom English is not their first language should be made aware of the Institute of Tourist Guiding rules affecting the language that will appear on their Certificate of Qualification.
* All written and practical languages are conducted in English and candidates must have adequate fluency to undertake the exams. English is not assessed as part of the written or practical exams.
* Candidates must declare their first language at registration.
* Candidates who pass all exams and receive their badge are qualified to guide in their first language only. If this is not English they must take the language examination specified by the Institute to guide in English and reach CEFR (Common European Framework of Reference for Languages) level C2, which is a very high standard of fluency.
* Candidates should consider whether there is likely to be enough work in their first language if they should not reach this standard of English.
* For candidates who claim to be bilingual, they must specify their stronger language at registration. This will be confirmed by their course director or (for externals) by other means to be decided on a case by case basis.
* They must then pass the exam for their weaker language before they can guide in that language.
* The Institute of Tourist Guiding does not recognize dual first languages except in the case of UK national languages. Candidates who claim to be bilingual in more than one UK language will be subject to alternative language verification procedures.
* Candidates and existing guides wishing to guide in another language must pass the relevant exam. For non-English languages the required level is CEFR C1.
* The training programme you have applied for is an intensive one. You will also need to study and make familiarization visits in your own time. Attendance is monitored and it is vital that you attend as much of the programme as possible. Missing a lecture and/or practical guiding sessions can affect your final result.

**PART 4 – Your questions**

Do you have any questions about the Course or Syllabus?

Is there anything more you want to know about tourist guiding work?

**PART 5 – Wind up**

**Panel -** You should be aware that the course is over-subscribed and therefore some applicants will be disappointed, the Panel reserves the right not to advise unsuccessful applicants the reasons for not being selected.

**However,** if you are successful in being offered a place on the course, do you think now that you will want to accept it?

**THANK YOU FOR COMING**  We will be letting **everyone** know whether they have been offered a place by FORMAL EMAIL OR LETTER and you will then need to confirm acceptance by “DATE”.

## Exemplar Interview Summary Record

**INTERVIEW SUMMARY SHEET**

**Candidate:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Interviewer:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Nationality:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Other Language/s:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Personal Presentation** | **Very poor** | **Poor** | **Average** | **Good** | **Very good** |
| Body language |  |  |  |  |  |
| Confidence/Self assurance |  |  |  |  |  |
| Was candidate dressed appropriately? |  |  |  |  |  |
| Enthusiasm |  |  |  |  |  |
| Motivation |  |  |  |  |  |
| Warmth |  |  |  |  |  |
| Presence |  |  |  |  |  |
| Sense of humour |  |  |  |  |  |
| Eye contact |  |  |  |  |  |
| Would this candidate appeal to a wide clientele? Please comment. |  |  |  |  |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Oral skills** | **Very poor** | **Poor** | **Average** | **Good** | **Very good** |
| Audibility |  |  |  |  |  |
| Clarity |  |  |  |  |  |
| Variation/expression of voice |  |  |  |  |  |
| Varied use of vocabulary |  |  |  |  |  |
| Fluency |  |  |  |  |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **3-4 minute presentation**  **Title:** | **Very poor** | **Poor** | **Average** | **Good** | **Very good** |
| Was it interesting? |  |  |  |  |  |
| Was there any humour? |  |  |  |  |  |
| Was it engaging? |  |  |  |  |  |
| Fluency |  |  |  |  |  |
| Was it well structured? |  |  |  |  |  |
| Was there a good selection of facts? |  |  |  |  |  |
| Was language appropriate? |  |  |  |  |  |
| Eye contact |  |  |  |  |  |
| Stance |  |  |  |  |  |

**Would you want to be guided by this candidate? Yes/no/unsure**

**Should this person be offered a place on the course?**

|  |  |
| --- | --- |
| **Yes:** |  |
| **Unsure: probably yes** |  |
| **Unsure: probably no** |  |
| **No** |  |

**Additional comments/concerns (eg Ability to travel)? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  
  
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# Annex B

**Annex B: Important information for students and Course Directors / Training Providers**

1. Your Institute Visitor
2. Institute of Tourist Guiding Language Rules
3. Student’s Language Registration & Declaration Form
4. Candidate Information Form for Enrolling Students (to be confirmed by the Course Director and sent to the Institute of Tourist Guiding)
5. Sample Student Code of Conduct
6. Sample Badge Engraving Form
7. Accredited Prior Learning
8. Dealing with Children & Vulnerable Adults

## 1. Your Institute Visitor

**Role**

The Institute of Tourist Guiding appointed the first Institute Visitors in 2012 in response to complaints from students that courses had not been fully implemented or had failed to support them during the learning period. It was felt that as the Institute of Tourist Guiding had accredited the Training Courses they should ensure they were properly delivered. Consequently, it is the Accreditation Committee who appoints the Institute Visitor.

The Institute Visitor is appointed as soon as a course is accredited.

The Accreditation Committee is pleased that the Institute Visitor has become a direct link between the Course Director and the Institute of Tourist Guiding. We would like the Institute Visitor to be seen as a friend to both the course team and students, always available to provide advice, and as somebody to turn to for support and help if problems arise on the course.

**Who will the Institute Visitor be?**

The person appointed by the Accreditation Committee will fulfil some or all of the following criteria:

* Experienced tourist guide
* An experienced teacher or trainer
* A former school inspector
* A person not involved in the course in any way (but possibly from the same region)
* An experienced course provider

It is not necessary for the Institute Visitor to hold the qualification under review.

**The Role of the Institute Visitor – What are they doing?**

1. Ensuring the programme is running in accordance with the criteria and conditions set out by the Institute of Tourist Guiding.
2. Monitoring the quality of teaching, tutoring and course delivery.
3. Investigating how each student’s progress is being monitored, and what support is being given to weaker students.
4. Asking students if they are happy and satisfied that the course is providing the support and information they need to pass their examinations.

**How often does the Institute Visitor visit the course?**

BLUE BADGE– **two full days** – one visit during the first 3 months of the course and one visit during the last 3 months of the course.

If the Institute Visitor has concerns further visits may be requested by the Accreditation Committee.

NB – On occasion, when a course is running in an area for the first time with an inexperienced programme team (BLUE, GREEN or WHITE), it may be beneficial for the Institute Visitor to make a visit prior to the course (with Institute approval).

**How will we know the Institute Visitor is coming?**

The Institute Visitor will arrange a visit with the Course Director. During the visit, formal meetings will be held with the Course Director, the Training Provider, the training team, and the students.

**What will the Institute Visitor need in advance?**

The Institute Visitor needs to observe formal lectures and practical training sessions (total time half a day). Where an Institute Visitor fails to see a practical session during the first visit it must be scheduled during the second visit (BLUE and GREEN Badge only). In advance of the meeting the Course Director will need to provide the Institute Visitor with:

* Class list and attendance records
* The programme and timetable supplied to students
* The syllabus, as supplied to the students, and approved by the Institute of Tourist Guiding
* Details of practical sessions (and tours for Blue Badge students)
* Examples of written feedback to students
* Access to online training sessions, course dropbox or wiki student space (if used)
* Examples of handouts provided

**What will the Institute Visitor say to the students?**

It is desirable that the Institute Visitor be introduced to the students by the Course Director and allowed enough time to speak to them. Where possible this should be worked into the timetable to ensure the Visitor has a chance to speak to all course students.  The Institute Visitor will:

* Introduce themselves explain who they are eg background, you are a Tourist Guide, role today.
* Explain the aim of the Institute of Tourist Guiding to ensure that all areas of the Course are being delivered well.
* Explain the relationship between the Accreditation Committee of the Institute and the Course Director.
* Explain that the Institute of Tourist Guiding will be responsible for setting and administering examinations, and closer to time, students will receive a visit from the Chief Examiner appointed by the Institute of Tourist Guiding.
* Explain what they will be doing during the day – who they will meet and talk to etc.
* Explain that they need some time alone with the students in order to understand how they are experiencing their training course.
* Explain the type of issues about which they would like feedback:
  1. Course Content – more or less than expected?
  2. Course Delivery – clear, well-paced, supported by further learning opportunities?
  3. Do you think all students are having the opportunity to make equal contributions?
  4. Do you all have a personal tutor? Are they available when you want them? Have you been offered a mentor?
  5. Are you receiving helpful feedback on personal performance in practical sessions (verbal and/or written) – is it provided immediately, is it constructive, do you feel you are improving?
  6. Do you feel that any part of the training is weak or leaving you feeling lacking in confidence? Or conversely strong and confidence building?
  7. Feedback (both verbal and written) on written assignments – do you understand where you are progressing well and where you need to improve?
  8. Ask about the general management of the Course – do you feel confident that you understand what is expected from you? Is the workload evenly spread? Do you feel you know exactly where to be and when?
  9. Inform students that in the first instance any issues about the management or content of the course should be raised with the Course Director, but in the event that their complaints are not adequately addressed, they can contact the Institute Visitor directly. The Institute Visitor will provide the students with contact details should they wish to make contact on any course-related issue.

**When will the Course Director receive feedback from the Institute Visitor?**

The Course Director needs to allocate time at the end of the day to receive the initial verbal feedback from the Institute Visitor. The Institute Visitor may want to ask additional questions or discuss issues that they have identified during their visit.

The Institute Visitor will initially submit their Programme Quality Review report (See Report Form) to the Chair of the Accreditation for circulation to members of the Committee. The members of the Accreditation Committee will have 7 days to make comments or recommendations.

The Chair of the Accreditation Committee will then authorise the Office to despatch the report to the Course Director who should receive the copy of the report no later than 14 days after the visit. If any serious changes are required, it will be accompanied by a letter outlining target dates for changes and the Course Director should acknowledge it within 7 days.

The Committee may also require the Institute Visitor to make a follow-up visit to ensure that changes have been implemented.

Where serious issues have been identified by the Institute Visitor, a copy of the report will also be sent to the Examinations Committee for the Chief Examiner.

The Operations Manager will file all Institute Visitor reports for future reference.

**Action on receiving the Visitor report**

The Institute has a duty to students who have enrolled upon a training course in good faith. In the highly unlikely event that the course completely failed to reach Institute standards of delivery, the Accreditation Committee will be forced to recommend to the Board of Directors one or more of the following options:

* Withdraw Accreditation
* Require the Training Provider to replace the Course Director/s subject to Institute Approval
* Delay the Examinations

However, after one/two IV visits, it is often the case that the course is running well and no changes are identified. Or maybe one to two changes are suggested. Any changes recommended should be put into action as soon as possible.

INSTITUTE VISITOR REPORT

Please complete and return - electronically

Programme Date of visit

|  |  |
| --- | --- |
|  |  |

Name of Programme Institute Visitor

|  |
| --- |
|  |

Programme team members and number of students met

|  |
| --- |
|  |

1 (a) ACCREDITATION REGISTRATION

Date received:

1 (b) ACCREDITATION RECOMMENDATIONS

What action has been taken to address any recommendations required at Accreditation?

2. RECORDS

2.1 Programme Delivery Monitoring

Is the register of attendance kept up-to-date?

Are there any significant absences (at lectures and/or practical sessions)?

Are those delivering the tutoring and lecturing as specified in the programme submission/timetable/schemes of work?

Are there appropriate records of feedback from the practical training sessions?

Are there appropriate records of homework and student self-study?

Make specific recommendations, if appropriate:

|  |
| --- |
|  |

2.2 Programme Delivery

Is the programme managed effectively?

Is the programme team effective?

Are the teaching and learning styles effective?

Is a policy of equal opportunities pursued?

Make specific recommendations, if appropriate

|  |
| --- |
| 2.3 Retention     1. What reasons did students who withdrew give?      1. What support/advice/counselling was made available?     Make specific recommendations, if appropriate: |

|  |
| --- |
| 2.4 Progression     1. Is the content of the programme appropriate and relevant to the area/qualification level and progression routes?      1. What contacts are there with local/national guiding organisation/local tourism?     Make specific recommendations, if appropriate: |

2.5 Tutors’ Summary

Are there any issues they wish to raise?

3. MEETING THE STUDENTS

|  |
| --- |
| 3.1 Recruitment and Induction     1. How did they hear about the course?      1. Were they given good advice at interview in respect of the programme/work load?      1. How did they view the interview and offer process? |
| d) Was the induction process satisfactory?    Make specific recommendations, if appropriate: |

|  |
| --- |
| 3.2 Student Response to Programme Delivery     1. Was the Communications Seminar useful/well delivered? 2. Are the students given adequate feedback (verbal & written) on practical sessions? 3. Is feedback from the tutors (verbal & written) appropriate and adequate? 4. How responsive do they feel that the Programme Director and tutors are to their concerns? 5. How do they rate the standard of lecturing (excellent, good, average, poor, very poor)? 6. Is there any tutor/lecturer thought to be outstanding? 7. Are they given the opportunity to give written feedback for the lecturers/tutors anonymously?     Make specific recommendations, if appropriate: |

|  |
| --- |
| 3.3 Student Support    How available and effective are:     1. Guiding skills provision? 2. Tutorials? 3. Career Advice? 4. Support if required?     Make specific recommendations, if appropriate: |

3.4 Student Summary

Did they face any problems in returning to study?

Are there any issues they want to raise?

4. LEARNING ENVIRONMENT

|  |
| --- |
| Evaluate:     1. Resources (including handouts and tour notes) 2. Teaching rooms 3. Teaching materials 4. Equipment   Make specific recommendations, if appropriate: |

5. PRACTICAL TRAINING DAY

|  |
| --- |
| Evaluate as appropriate:     1. The site training 2. The walk training 3. Do students fully participate? 4. Is there written/oral feedback?   Make specific recommendations, if appropriate: |

6. FINAL SUMMARY

Is the course being run according to the programme submission?

Provide a statement about the fitness for purpose of the programme?

Are there any concerns which need to be brought to the attention of the Accreditation Committee and Qualifications Board?

Any other comments, as appropriate:

NAME:

Date:

## Institute of Tourist Guiding Language Rules

**Rules**

It is strongly recommended that anyone accepted onto the course should have English skills across speaking, comprehending, writing and reading of at least C1 standard.

* All written and practical examinations (not languages) are conducted in English and candidates must have adequate fluency to undertake the exams.
* Candidates whose first language is not English will not have their English assessed as part of the written or practical exams.
* Candidates must declare their first language at registration.
* Candidates who claim to be bilingual must specify their stronger language at registration. This will be confirmed by the Course Director.
* Candidates who pass all exams and receive their badge are qualified to guide in their first language only.
* All candidates and guides wishing to guide in more than one language must pass the relevant exam for any language not specified as their first language at registration. Bilingual candidates will also need to pass the language exam in their weaker language.

## Student Language Registration & Declaration Form

|  |  |
| --- | --- |
| **FULL NAME** |  |
| **ADDRESS** |  |
| **E-MAIL** |  |
| **PHONE NUMBER** |  |
| **STUDENT NUMBER** |  |
| **COURSE** |  |
| **FIRST LANGUAGE** |  |

**Upon the successful completion of all guiding exams, students will ONLY be qualified to guide in the language they have specified above as their “First Language”.**

Please note that the choice of first language may not be changed after registration. Please ensure that you have undertaken appropriate due diligence to ensure that you will have an acceptable level of work in your chosen language.

**Students or qualified guides wishing to guide in any language other than their specified “First Language” as stated above, must pass the relevant Institute language examination. Please note that, depending on the language, examinations may not be available every year.**

If you are considering guiding in a language other than the “First Language” stated above, please indicate which languages below (this will help us plan for examinations)

|  |  |
| --- | --- |
| ADDITIONAL  LANGUAGE(S) |  |
| Do you consider yourself completely fluent in more than one language? | YES / NO |
| If YES, please provide details of which language(s) other than the one given as your “First Language” overleaf. |  |
| Please provide brief details of your qualifications or experience in your non first language |  |

**STUDENT’S DECLARATION**

**I declare that all the information I have given above and overleaf is true and correct to the best of my belief. I confirm that I understand the Institute’s language policies and that I will need to pass the Institute’s language examinations in order to guide in any language other than that specified overleaf as my “First Language”. I understand that my qualification may be withdrawn if any of the above information is found to be false, misleading or untrue.**

SIGNED:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

DATE:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**COURSE DIRECTOR’S STATEMENT**

**I confirm that:**

* **I have explained the Institute’s language policy to the student**
* **I have taken appropriate steps to verify that the student is fluent (standard C2 for English and C1 for other languages) in their specified “First Language”**
* **To the best of my knowledge, the information provided above by the student is accurate**

NAME:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

SIGNED:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ DATE:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

THE INSTITUTE RESERVES THE RIGHT TO INDEPENDENTLY VERIFY THE ABOVE INFORMATION

## Candidate Information Form for Enrolling Students

|  |  |
| --- | --- |
| **Candidate Information Form** | |
| COURSE NAME |  |
| CANDIDATE NAME |  |
| SALUTATIONS (Mr, Mrs, Ms, Miss, Dr, Rev, Lady, Lt Col, etc.) |  |
| CORRESPONDENCE ADDRESS |  |
| EMAIL ADDRESS |  |
| FIRST LANGUAGE\* |  |
| INSTITUTE CERTIFIED LANGUAGES\*\* |  |
| SPECIAL EXAMINATION NEEDS (*Please give details and attach any relevant documentation, eg medical report)* |  |
| EXISTING INSTITUTE QUALIFICATION *(eg Green Badge Oxford, Blue Badge London)* |  |

**I declare that all the information I have given is true and correct to the best of my belief. I also understand that my qualification may be withdrawn if the information is found to be false, misleading or untrue.**

SIGNED \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ DATE\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**THE INSTITUTE RESERVES THE RIGHT TO ARRANGE AN INDEPENDENT VERIFICATION OF THE ABOVE INFORMATION**

***\*Any candidate presenting as a bilingual speaker will be asked to nominate one first language. All other languages will be tested through the Institute’s language examinations which normally take place each November.***

***For those whose first language is not English, please note that even though you will be sitting the examinations in English, you will not be able to guide in English without taking that language examination.***

***\*\*Anyone wishing to guide in a language other than their first language will need to pass the relevant Institute language examination.***

## Sample Student Code of Conduct

**STUDENT MEMBER CODE OF CONDUCT**

**FOR INSTITUTE STUDENT MEMBERS, REGISTERED FOR INSTITUTE EXAMINATIONS**

1) The term “Student Member” includes those registered on accredited training programmes and those registered with the Institute as external candidates for Institute examinations.

2) Student Members will be issued with an Institute ID when they are registered with the Institute.

3) Student Members are required to present their ID for inspection when visiting sites in connection with their examinations.

4) Student Members should not under any circumstances allow any other person to use their Institute ID.

5) All ID documents remain the property of the Institute.

6) ID holders should observe all regulations and requirements of the sites visited.

7) Student members shall not offer themselves for tourist guiding work in areas or languages for which they hold no accredited qualifications (eg the area for which they are studying) or hold themselves out to be qualified in areas or languages for which they hold no accredited qualifications.

8) ID holders have no automatic right of entry at a particular site.

9) The Institute will investigate any complaint regarding professional conduct, including misuse of Institute ID documents and contravention of clause 4 above and any other complaint arising from this code. The Institute retains the right to ask ID holders to explain any incident. After due consideration, if the complaint is upheld, the Institute will issue a formal written warning to the Student Member. Any further infringement of the code may lead to withdrawal of the ID and the Student Member will be refused entry to Institute examinations.

Declaration:

I agree as an External Examinations Only Registered Student to the roles and responsibilities under Section One of this agreement and will abide by the terms and conditions of the Student Code of Conduct above.

Signed \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name (CAPS) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

## Badge Engraving Form

Please indicate below how you would like your name to be engraved on your badge which you are awarded upon successful completion of your qualification. You are allowed up to 17 characters which includes letters, apostrophes, spaces, dashes, dots etc.

For example:

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| B | E | A |  | G | R | I | C | E |  |  |  |  |  |

Please write what you would like in the boxes below, one character per box. Remember there has to be a space between the first name and the surname.

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |

Please hand in the completed form to your Programme Director or email to BGrice@itg.org.

## Accreditation of Prior Learning Policy

Blue Badge students will be granted Accreditation of Prior Learning:

* a passed Blue Badge project
* a passed Background Knowledge examination
* a passed walk examination (applies to other GB & BB courses only)
* a passed religious building examination for religious buildings with no special guiding rights. (applies to other GB, BB courses only)

## Dealing with Children and Vulnerable Adults

As per the following online document:

<https://www.itg.org.uk/media/2460/insitute-of-tourist-guiding-guidance-for-working-with-children-and-vulnerable-adults-v1-0620.pdf>.