

**ACCREDITATION PACK FOR GREEN BADGE**

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# 1 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 components:

1. How to prepare your Application for Course Accreditation
2. Specification and Requirements (describes the required contents of the course)
3. An Exemplar Timetable
4. An Exemplar Budget
5. An Application Form (to accompany the formal course description and fee)
6. Fees Payable Information
7. Advice on Planning and Organising Interviews
8. An Exemplar Interview Summary Sheet
9. Your Institute Visitor
10. Guiding in a Foreign Language
11. Experience and Qualifications required by the Course Director
12. Definition of Training Team Roles
13. Enrolment Registration Form (to be completed by the Course Director and sent to the Institute of Tourist Guiding)
14. Candidate Information Form for enrolling students (to be confirmed by the Course Director and sent to the Institute of Tourist Guiding)
15. What happens once you have submitted your Application?
16. Sample Student Code of Conduct
17. Sample Badge Engraving Form
18. Accreditation of Prior Learning
19. Dealing with Children and Vulnerable Adults

# 2 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 NOT LESS THAN 6 MONTHS before your course is due to start.

Applications for RE-VALIDATION should be submitted NOT LESS THAN 3 MONTHS before your course is due to start.

The application should include the following information: -

Course Description Including Rationale, Aims and Objectives, Recruitment, the Learning Environment, the Training Team, Preparation for Examinations

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. Please try to answer all the questions in each part otherwise your accreditation may be delayed whilst we contact you.

## Part 1 – The Rationale for your training programme

Please explain in detail why the training course is needed.

## Part 2 – Structure and Content of your training programme

1. Briefly explain the rationale behind your training programme structure and content.
2. How is the programme to be delivered, modular or online distance learning?
3. Describe your mix of lectures, practical, visits, self-directed study.
4. How many student contact hours does your programme provide?
5. Outline your programme aims and objectives – What skills will your students acquire?

## Part 3 – 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? Do you have any financial sponsors?
3. Where will applicant interviews take place?
4. Demonstrate how you will apply Equal Opportunities to: - attitude 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 students be informed about the rules relating to examination re-sits?
10. How much will you be charging each student for the Course - excluding Institute Examination Fees? Note: Your budget should show how this figure has been calculated. Make sure you have included the cost of the Communications Seminar.

## Part 4 – 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.
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 to encourage weaker students?

## Part 5 – The Training Team

1. Please tell us about the management support you will be receiving from your chosen sites.
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

1. Please identify trainers who are members of the Institute of Tourist Guiding.

## Part 6 – The programme components – What do you intend to teach your students and when?

1. Please set out your **Full Syllabus** detailing all the topics and subjects you intend to cover on your course. Include the 2-day Communications Seminar, Tutorial Sessions and time for the Institute Visitor to meet students.
2. 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.

Your Timetable should also include information about direct contact hours, and private self-study hours.

1. Where have you chosen as your course centre/s?
2. When and where will you hold your Communications Seminar?
3. Who will deliver your 2-day Communications Seminar?

## Part 7– Preparation for Examinations

Based upon your site/s of study, please specify the route you would recommend for the practical examination.

## Part 8 – Submission of your Application for Course Accreditation

### WHAT TO SEND

Your Green 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. THE COURSE BUDGET
6. 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: Green Badge + 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.

# 3 Course Specification and Requirements

## SECTION 1: BASIC INFORMATION

### 1.1 General description of Green Badge qualifications

* + 1. For Green Badge the area of qualification is primarily a town, a city or a countryside park. Green Badge guides offer flexible route tours on foot encompassing two contrasting environments (exterior and interior) for individuals or for groups of visitors.
    2. Green Badge guides offer city or town walks and site visits to historic buildings, heritage resources and other visitor attractions within the specific area for which they are qualified. Specific exceptions may apply.
    3. Examples of areas of operation with Green Badge guides are Winchester, Southampton and Tamworth. Large metropolitan areas are Blue Badge not Green Badge qualifications.

### Specified area

1.2.1 The ‘specified area’, details of which are to be submitted with the application, may be drawn from a wide variety of categories, eg urban, rural, visitor sites (tourist/industrial/leisure/business) or a combination of several. The environment may be either manmade or natural or a combination.

* + 1. The environment must encompass a range of visual and non-visual topics to engage the interest of the visitor.
    2. It must be capable of sustaining/accommodating the following:
* A one and a half hour 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 (see 3.5.1).
* Site tours to include stops en route at points suitable for presentations in accordance with Institute examination requirements (see 3.5.1). This may be one site or a combination of small sites.
* Additional sites may be included with the agreement of the Institute.

## SECTION 2: AIMS AND OBJECTIVES

### 2.1 Course rationale

2.1.1 There will be a valid and viable reason for the provision of training in the local/regional context

* + 1. Sites must be willing to allow Green Badge guides to guide there.
    2. The Course Director and Training Provider will have appropriate experience and expertise to run a training course. The Course Director should preferably be an Institute accredited trainer.
    3. The Course Director and Training Provider will have considered all the services to be covered (eg foreign languages)

### 2.2 Course aims

The training course will aim to:

* + 1. Provide a qualification for those wishing to offer flexible route tours on foot and on site within a specified area (as set out in paragraph 1.2 above) meeting the needs of individuals or groups of visitors.
    2. Develop a range of skills and personal qualities necessary to facilitate the optimum visitor experience and prepare them for the effective execution of scheduled and/or pre-booked tours offered by site guides.
    3. Provide a foundation for career development and progression to further guiding qualifications.
    4. Meet the needs for tourist guiding provision in the specified area.

### Learning outcomes

By the end of the course students will be able to:

* + 1. Present an effective commentary by
* demonstrating a range of communication skills to deliver interesting commentary which is audible, clear and coherent
* selecting the most appropriate routes and stopping places for the tour
* accurately recalling relevant tour knowledge
* demonstrating an understanding of the composition of the site or area in order to satisfy the needs of the visitors
* demonstrating a knowledge of a range of background topics relevant to the site or tour
* maintaining an appropriate time schedule
* having regard for the health and safety of both visitors and staff
  + 1. Demonstrate good interpersonal skills in order to establish rapport with clients and to meet their specific needs
    2. Pay due attention to customer care, administrative procedures and time management
    3. Demonstrate an ability to work both as an individual and as a member or leader of a team
    4. Demonstrate knowledge of site administrative procedures
    5. Demonstrate an ability to self-evaluate
    6. Demonstrate an awareness of responsible tourism
    7. Establish and market themselves as freelance tourism professionals

### 2.4 Opportunities for progression

2.4.1 Successful completion of this Green Badge course will allow students to progress to Blue Badge within the profession

## SECTION 3: COURSE CONTENT

### 3.1 Course structure and content

Green Badge courses must consist of:

* + 1. A minimum of 80 contact hours of which at least 30 must be practical sessions on site
    2. Demonstration tours by suitably trained and accredited guides

3.1.3 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.

3.1.4 Tour planning project, to include content as specified in the Examinations Handbook

3.1.5 A substantial number of self-directed study hours, according to prior knowledge and needs

The course will contain the following components:

* + 1. Practical training in the knowledge required to guide the site or fixed route, conducted by an Institute accredited trainer
    2. Knowledge of a range of background topics relevant to the UK in general as well as the site or route *(Refer Syllabus 3.4)*
    3. Development of research skills
    4. Practical training in communication skills – this will include a Communications Seminar conducted by an ITG accredited trainer as well as ongoing training throughout the course.
    5. Training in the ability to deal with a diverse range of client profiles
    6. Using audio (and visual) technology for guiding where appropriate
    7. Content relevant to spiritual, moral, ethnic, social, cultural and environmental issues in relation to tourism, as appropriate
    8. Training in health and safety, disability awareness, safeguarding and first aid
    9. Raising awareness of responsible tourism
    10. Working with other professional tourism organisations such as tour operators and destination management companies
    11. Business and marketing skills

### 3.2 Teaching and learning methods

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

* + 1. Lectures/Classroom delivered by tutors/speakers and 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.

### 3.3 Teaching and learning environment and resources

3.3.1 There will be full access, appropriate for training purposes, to all necessary tourist sites and facilities.

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

### 3.4 Syllabus and timetable

There will be a syllabus including the following core components:

* + 1. Knowledge of all sites that may be visited on qualification (eg historic buildings, heritage resources and other visitor attractions) necessary to deliver an effective commentary organised in topics.
    2. Background knowledge appropriate to the course.
    3. Knowledge of health and safety requirements, including working with visitors with special requirements.
    4. Knowledge of administrative procedures.
    5. Details of other locations with which students would be expected to familiarise themselves.

There will be a clear and accessible course timetable including the following:

* + 1. Dates, times and location of all sessions. (A rationale for the dates and times of sessions may be required). It is appreciated that changes may be needed before the start of the course, but please inform the Institute of any such changes.
    2. Details of locations and timings of practical guiding sessions.
    3. Any other information needed by the students (eg examination dates, tutorial sessions).

### 3.5 Examinations

3.5.1 Examinations will be provided and arranged according to Institute requirements, and in consultation with the Chief Examiner.

Please see the Examination Handbook on the Institute’s website for details.

The size of the examination groups and the number of stops available for practical examination must be specified.

* + 1. Information on examination fees and arrangements for payment should be made clear to students before enrolment.

### 3.6 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. Course content, teaching and learning methods
    3. Syllabus
    4. 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.
    5. Quality assurance, evaluation and complaints procedures
    6. Names and contact details of Course Director (and Course Administrator, if there is one)
    7. Any pre-course preparation that is required
    8. The Institute Student Code of Conduct

## SECTION 4: COURSE MANAGEMENT

### 4.1 Steering committee

A Steering Committee will be appointed

4.1.1 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

4.1.2 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 tourism body, the site(s), a local tour guide company and/or tourist information centre

4.1.3 It will meet at the preparation stage and at least once during the course of the course to assess its effectiveness, both in terms of delivery and budget, and agree to/or recommend any changes as appropriate.

### 4.2 Training team

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

* + 1. Course Director and core course teaching team, including those involved with the Communications Seminar
    2. Other key personnel involved in general administration and finance
    3. Other occasional lecturers/speakers

### 4.3 Recruitment of students

The course provider will have a recruitment plan which will:

* + 1. Include a marketing and advertising plan to promote the course
    2. Identify the potential source(s) of applicants for the course
    3. Set a schedule for advertising, interviewing and informing successful applicants
    4. Establish entry requirements and selection criteria (including minimum and maximum numbers for the course)
    5. Consider the need for guiding in non-English languages (and be aware of the regulations issued by the Institute Language Committee)
    6. 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.
    7. Follow an agreed interview format. *(Reference Exemplar)*
    8. 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’

### 4.4 Monitoring student progress

4.4.1 There will be a formal induction session for all students, at which they will be given details of the monitoring process.

* + 1. Arrangements for support and counselling during the course will be clear and effective and explained to students in advance.
    2. 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.
    3. The course will include mock examinations at appropriate stages.

### 4.5 Quality assurance

4.5.1 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.

* + 1. There will be systems for obtaining feedback from students during the course. This will include:

1. Anonymous feedback at an early stage (eg 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

* + 1. 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.
    2. The Course Director will complete a Self-evaluation form before the visit by the Institute Visitor.

# 4 Exemplar Course Timetable

See Excel file tab entitled exemplar course timetable.

# 5 Exemplar Budget

See Excel file tab entitled exemplar budget.

# 6 Application for Accreditation Form

**APPLICATION FOR ACCREDITATION OF A TRAINING COURSE**

|  |
| --- |
| Title of the Training Course: |
| Type of Training Course: Green Badge |
| Title of Qualification to be awarded |
| Area or Site the Training Course covers |
| The proposed start date of your Training Course: |
| The Programme 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.

# 7 Fees Payable

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> (page 2)

Accreditations Fees - Refunds 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 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”.

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 by 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
* Provision of examination papers and registered postage for the transfer of documents.

# 8 Managing 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 Green 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 Green 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 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”.

# 9 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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\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

# 10 The Institute Visitor

## Role and function of the Institute Visitor

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, and 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 a friend, 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:

1. Experienced qualified tourist guide
2. An experienced teacher or trainer
3. A former school inspector
4. A person not involved in the course in any way (but possibly from the same region)
5. 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. This will normally take the format of arranging to talk to specific students (c6 – 12 students) either in person during a Visiting Day or online.

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

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

GREEN BADGE – **two full days –** one visit in the first 2 months and, depending on course length, one visit in the last 2 months of the course.

WHITE BADGE – **one full day** – usually in the early to mid-course delivery period.

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

In some circumstances, where the Course Team are inexperienced in delivering a course, a pre-course visit from the Institute Visitor could be extremely beneficial in ironing out any potential problems with the course delivery before they occur.

**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: -

* 1. Class list and attendance records
  2. The programme and timetable supplied to students
  3. The syllabus, as supplied to the students, and approved by the Institute of Tourist Guiding
  4. Details of practical sessions (and tours for Blue Badge students)
  5. Examples of written feedback to students
  6. Access to on-line training sessions or wiki student space (if used)
  7. Examples of handouts and aides-mémoire 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 a full hour to speak to them. During this time the Course Director will not be present. 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 and explain who they are, e.g. background, Tourist Guide, role today.
* Explain the aim of the Institute of Tourist Guiding and the role of the Institute Visitor; that the Institute Visitor should be seen as a friend to both the students, Course Director and the Course. Team. The Institute Visitor ensures that all areas of the course are being delivered well, resulting in a successful conclusion to the course.
* 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 the programme of 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 – with whom 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:
* Course Content – more, less or about what you expected?
* Course Delivery – clear, well-paced, supported by further learning opportunities?
* Do you think all students are having the opportunity to make equal contributions?
* Do you all have a personal tutor? Are they available when you want them? Have you been offered a mentor? It is imperative that if students are assigned a mentor (which should be seen as a positive initiative) that the mentors provide an equal measure of support (problems can occur where some mentors are seen to be giving a high level of support whilst others significantly less).
* Are you receiving helpful oral and written/recorded feedback on personal performance in practical sessions – is it provided immediately (oral) and within two days (written/recorded). Is it constructive, do you feel you are improving?
* Do you feel that any part of the training is weak or leaving you feeling lacking in confidence?
* Feedback on written assignments – do you understand where you need to improve?
* 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?
* 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.

**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 Appendix A Report Form) to the Chair of the Accreditation for circulation to members of the Committee. The members of 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.

**What is the worse case scenario where serious issues have been identified?**

The Institute has a duty to students who have enrolled on 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 would be forced to recommend to the Board of Directors that they:-

1. Withdraw Accreditation
2. Require the Training Provider to replace the Course Director/s subject to Institute Approval.
3. Delay the Examinations.

**APPENDIX A**

**PROGRAMME QUALITY REVIEW**

# 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**   * 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? 2. 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? 2. 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 of the Guide programme? 2. Were they given good advice at interview in respect of the programme/work load? 3. How did they view the interview and offer process? 4. Was the induction process satisfactory?   Make specific recommendations, if appropriate |

|  |
| --- |
| **3.2 Programme Delivery**   * Was the Communications Seminar useful/well delivered? * Are the students given adequate oral and written/recorded feedback on practical sessions? * Is oral and written/recorded feedback from the tutors appropriate and adequate? * How responsive do they feel that the Programme Director and tutors are to their concerns? * How is the standard of lecturing? Outstanding, Good, Average, Poor? * Is there any tutor/lecturer you would like to single out for the high quality of their delivery? * Is there any tutor/lecturer you are unhappy with regarding the quality of their delivery? * 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? |

1. **LEARNING ENVIRONMENT**

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

1. **PRACTICAL TRAINING DAY**

|  |
| --- |
| **Evaluate as appropriate:**   1. The coach training 2. The site training 3. The walk training 4. Do students fully participate? 5. Is there written/oral feedback?   Make specific recommendations, if appropriate |

1. **FINAL SUMMARY**

|  |
| --- |
| Is the course being run according to the programme submission?  Provide a statement about the fitness of purpose of the programme?  Are there any concerns that need to be brought to the attention of the Accreditation Committee and Qualifications Board?  Any other comments, as appropriate: |

**NAME:**

**Date:**

# 11 Institute of Tourist Guiding Language Rules

## Rules

* 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 be qualified to guide in the language they have specified above as their “First Language” ONLY.**

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

# 12 Qualifications Required by a Course Director

The Institute of Tourist Guiding would prefer the Course Director to be a current member of the Institute of Tourist Guiding and who holds a Green Badge or Blue Badge tourist guiding qualification. However, 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 substantial recent evidence of leading business training schemes
* Show substantial recent experience as a leading tutor on a Blue Badge Tourist Guide Training programme

1. **Guiding**

* Hold a Green Badge

# 13 Definition of 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, online, 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 or commiserate on the experience of being a student guide.

## 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 (particularly relevant for Blue Badge) 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.

# 14 Enrolment Registration Form

See Excel file tab entitled enrolment registration form.

# 15 Candidate Information Form

|  |  |
| --- | --- |
| 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.***

# 16 What Happens After Application

**WHAT HAPPENS AFTER WE HAVE SUBMITTED OUR APPLICATION?**

* **Now 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 have 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**

3. Board of Directors - Agreement

2. Review by the Qualification Board - Ratification

1.Scrutiny by The Accreditation Committee - Recommendation for Approval

Upon receipt of an official Approval letter and Accreditation from the Institute of Tourist Guiding you can organise interviews.

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

# 17 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 to 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) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

# 18 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.uk

# 19 Accreditation of Prior Learning Policy

Not applicable.

# 20 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>.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Version | Month  Finalised | Author | Owner | Last updated | Updated by | Change(s) |
| 1.0 | 06/2021 | Accreditation | Operations Manager |  |  | Created |
| 1.1 |  |  |  | 09/2021 | John Milne | Role of Institute Visitor Updated |
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