



INTRODUCTION TO TOUR GUIDING

A new, nationally recognised, hands-on, basic, introductory weekend Training Program for Tour Guides



AUSTRALIA'S ONLY NATIONALLY RECOGNISED SHORT COURSE FOR TOUR GUIDES

Thanks to a grant from Tourism WA to the WA Hospitality & Tourism Industry Training Council (WAHTITC), Western Australia has developed the country's first nationally recognised, introductory weekend training course for Tour Guides.

WAHTITC appointed leading WA touring and training company, Global Gypsies, to develop and facilitate the course with input from the State's top Tour Guides. Successful participants receive a Statement of Attainment from Pilbara TAFE under the Unit of Competency *THFTG05B/ SITTGDE004A Lead Tour Groups* (Certificate III in Tourism).

The basic introductory two-day course is the first step on a career pathway and an entry point to further studies. It is designed for urban, regional and remote area Tour Guides whether permanent employees, casual, freelancers or volunteers.

Course Overview

The course takes place over two consecutive days on selected weekends and combines both theoretical and practical tuition. Maximum of 12 participants at each session.

The course comprises one half-day of lectures at Murdoch University's South Street Campus in Perth, Western Australia, followed by a 1½ day safari at a bush camp two hours from Perth for practical demonstrations, role-plays, discussion and hands-on learning activities. Also included is transportation to/from the bush camp, camping fees, workbook & meals. Camping gear can be hired if you don't have your own.

Assessment & Accreditation

Participants will be assessed for competency throughout the weekend and will need to complete a written assignment on completion of the practical component. Assessment will be undertaken by Pilbara TAFE and our Certificate IV qualified trainers throughout the weekend.

On successful completion of the weekend course and the written assignment, you will receive a Certificate of Attendance from Global Gypsies, a nationally recognised *Statement of Attainment* from Pilbara TAFE and a special numbered lapel pin which we hope you will wear with pride.

Course Content

The content covers such generic guiding skills as:

- * Interpretive presentation
- * Customer service
- * Duty of care
- * Safety
- * Risk management
- * Dealing with emergencies
- * Leadership & team building
- * Cultural considerations
- * Environmental responsibility
- * Conflict resolution
- * Interpersonal Skills
- ** Requirements of a Tour Guide
- ** Day in the life of a Tour Guide
- ** Basic mechanical information
- ** Conduct & appearance
- ** Conflict resolution
- ** Basic cooking & hygiene
- ** Setting up a bush camp
- ** Time management
- ** Working with DEC
- ** Value of Tourism
- ** Taking pride in the profession & more!

Choice of Streams on Day Two

In addition, there will be separate streams on Day Two focusing in more depth on *Interpretation and Narrative* or *Practical Tips on Starting a Small Tour Business*.

These will be followed by two separate 'break-out' sessions covering either *Safari Guiding in Remote Areas* or *Tour Guiding: It's a Wild Profession!*

There will also be two activities to choose from – *Narrative Workshop* or a brief *4WD Demonstration*. Please choose in advance which particular sessions you wish to attend.

Who has developed & will facilitate the course?

The course has been developed and will be facilitated by Global Gypsies and some of Perth's top Tour Guides.



Jeremy Perks is a Director and co-founder of leading touring and training company, Global Gypsies. He is a professional, Eco-certified & GOA Accredited Tour Guide, qualified mechanic and trainer in four-wheel driving, towing and Tour Guiding. He has a certificate in remote area first aid, a Certificate IV in Workplace Training & Assessment and is an honorary DEC Ranger. As an Officer in the South African Defence Force, Jeremy learned bush survival and leadership skills and has worked as a professional guide in both Africa and Australia. He serves on a number of tourism-related Boards and Committees and was FACET Golden Guide of the Year in 2004.



Cherie Toovey was the 2007 winner of the prestigious FACET Golden Guide Award and is President of Tour Guides Western Australia. She is an active, working guide and her assignments include site tours of Parliament House, Driver/ Guide for tours of the Swan Valley and Rottnest Island and regular guiding work for inbound groups as well as adventure tours (this has involved cooking for up to 50 people while camping in the Pilbara!). She has been involved with Global Gypsies for several years through Safari Guide Workshops and 4WD tours, holds a Certificate IV in Workplace Training & Assessment and is accredited with GOA. Her passion for great Tour Guides sees her involved with guide training at Central TAFE, workplace traineeships and on-site staff training with different tourism groups. Cherie is excited to be a part of this new practical training program and is integral to its development, facilitation and assessment.



Jan Barrie

Jan is a Director and co-founder of Global Gypsies. With a background in management, public relations, marketing, advertising, journalism, hospitality, tourism and travel writing, she has traveled extensively and worked in the USA, UK, Australia and East Africa. Jan has been integral in developing the course and is responsible for its coordination, administration, marketing & delivery.

Background of the Course

Global Gypsies has been committed to Tour Guide training since the company's inception.

Australia is one of the few countries in the world which does not yet require its Tour Guides to be accredited. Jeremy & Jan's goal is to have as many WA Tour Guides trained as possible and, ideally, accredited in some way to improve the quality of Tour Guiding in Australia and deliver a better - and safer - visitor experience. They also want to give the profession the status, respect and esteem it deserves and already enjoys in many other parts of the world.

Excellent courses of a longer duration are available at a number of learning institutions around the country. However, believing that an inexpensive short course was the key to wide scale Tour Guide training, six years ago in conjunction with Murdoch University and Tourism Council WA, Global Gypsies developed *Safari Guide Workshops* - Australia's first basic, weekend introductory course for Tour Guides operating in remote areas.

The new training course builds on this strong foundation but the grant made it possible to expand the content to appeal to Tour Guides working in diverse jobs and in varied locations and to incorporate recognition from a highly respected learning institution. To date, Global Gypsies has trained over 100 Tour Guides. Why not join the growing number of professionally trained Tour Guides and give your career a kick-start in 2010!

Date:

One session only - December 10 – 11, 2011

Venues:

Murdoch University & Willowbrook Farm bush camp in Gingin (two hours' drive northeast of Perth).

Cost:

\$425 per person (including GST). This includes lectures; demonstrations; activities; workbook; meals & non-alcoholic beverages (L/D/B/L plus morning & afternoon tea on both days); transport from lecture venue to bush camp; overnight camping fees; use of catering trailer & safari vehicle; recovery/communications equipment; assessment, certificate of attendance & Statement of Attainment & lapel pin on successful completion of the course. Please BYO sleeping bag, mattress & tent (or we can hire them for you).

INTRODUCTION TO TOUR GUIDING ENROLMENT FORM

Yes! Please enrol me/us in the Tour Guide Training Course on December 10 – 11, 2011

Name(s)

Address:

Phone: Mobile: E-mail:

Choice of separate stream on Day 2: (please tick your preference)

Interpretation and Narrative _____ **OR** *Practical Tips on Starting a Small Tour Business* _____

Choice of separate 'break-out session' on Day 2: (please tick your preference)

Safari Guiding in Remote Areas _____ **OR** *Tour Guiding – A Wild Profession!* _____

Choice of one-hour outdoor activity on Day 2: *Narrative Workshop* _____ **OR** *4WD Demo* _____

..... I enclose my cheque for **\$425 per person** payable to Global Gypsies Pty Ltd

..... I wish to pay by Visa MasterCard..... My card details are:

Name on Card:

Number: Expiry Date:

Signed:

EFT Details: Westpac BSB 036 051 Account 155007

On receipt of this form and your payment we will send you more details & formal registration papers!



THANK YOU! Please post/fax or e-mail your enrolment form to :

**GLOBAL GYPSIES PTY LTD
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