



GLOBAL GYPSIES PTY. LTD.

100% PASS RATE FOR INDIGENOUS TOUR GUIDE TRAINING COURSE

Touring and training company Global Gypsies has completed their first indigenous Tour Guide Training Course with a 100% pass rate. Believed to be Australia's first nationally recognised short course for indigenous guides, the session took place from June 5 – 7 in the Pilbara and was funded by Tourism Western Australia and the WA Indigenous Tour Operators Committee.

The three-day course was held at Karratha TAFE and a bush camp in Millstream National Park. Millstream was chosen as the venue because it is the country of the Yindjibarndi people and is one of the primary areas in which the students plan to conduct their tours.

Inaugural graduates Aaron Hubert, Deborah Lewis, Wayne Stevens, Alec Tucker and Jill Tucker will now receive a *Certificate of Completion* from Pilbara TAFE in the Unit of Competency *Lead Tour Groups* under the Certificate III in Tourism.

The course covered both theoretical and practical content with emphasis on hands-on activities and role plays. It incorporated such generic guiding skills as interpretive presentation, customer service, duty of care, risk management, dealing with emergencies, time management, environmental responsibility, conflict resolution and more.

The students were assessed on their levels of participation, attitude and their ability to put what they had learned into practice. In addition to a range of team-building and experiential outdoor activities, participants were required to lead several group bush walking tours. During this activity, they needed to introduce themselves, demonstrate leadership skills, provide interesting, informative and engaging narrative, convey occupational health and safety information and deal with a range of simulated unanticipated challenges such as accidents, injuries, lost clients and difficult customers.

Course facilitators were Jeremy Perks, Cherie Toovey (both of whom are former Tour Guides of the Year), Jan Barrie, Director of Global Gypsies, and Jeff Bayldon, Lecturer in Tourism & Hospitality at Pilbara TAFE.

Said Jeremy, "The students were totally immersed, enthusiastic, forthcoming and committed. Over the three days a strong sense of trust, mutual respect and cooperation developed between us and it was a real two-way learning experience. The teachers enjoyed the course as much as the students did and absorbed an abundance of new information about indigenous culture, the flora and fauna of Millstream and Yindjibarndi stories.

"We believe the course provided a solid foundation on which the students can build their future guiding activities. We hope that it also inspired them to turn wishes into achievable goals and conveyed the important role that Tour Guides – and particularly indigenous Tour Guides - play in the overall tourism industry," he said.

Feedback was extremely positive and Global Gypsies hopes to include one of the bushwalks developed and run by the students on an upcoming client tour.

To find out more information about the Indigenous Tour Guide Training Course, contact Global Gypsies on (08) 9341 6727, admin@globalgypsies.com.au or www.globalgypsies.com.au .