



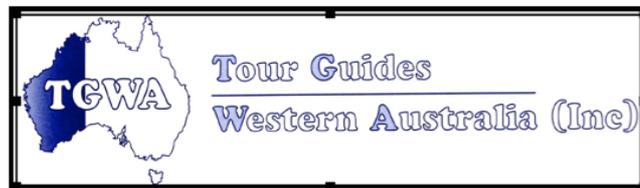
Guiding Organisations Australia

**National Tour Guide
Accreditation Program**

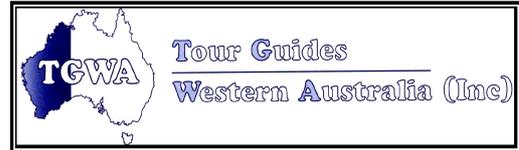
Information Kit

Sub-licensee:

Tour Guides Western Australia (Inc)



© GOA 2017



National Tour Guide Accreditation Program

Contents

Guiding Organisations Australia [GOA].....3

Benefits of Guiding Organisations Australia Accreditation Program.....4

TGWA & GOA Membership Application – How to Diagram.....5

Tour Guide Qualifications.....6

Application Process and Requirement.....7

Applicant Tour Plan – Appendix A.....8

Applicant On Site Assessment Criteria – Appendix B.....9/10

Self Assessment & Customer Feedback – Appendix C.....11

Accreditation - Applicant Feedback – Appendix D.....12

The Australian Tour Guides Code of Conduct - Appendix E.....13

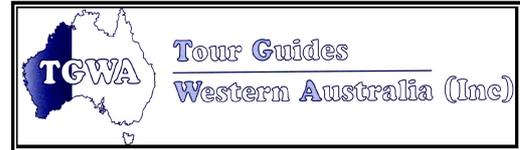
Declaration, Terms & Conditions of Accreditation - Appendix F.14

Application Checklist – Have you got it all?.....15

Annual Renewal & Membership Maintenance.....16

References & Member Organisations.....17

TGWA Membership Application Form.....18



National Tour Guide Accreditation Program

Guiding Organisations Australia

Guiding Organisations Australia owns and manages the National Tour Accreditation Program.

This program may be actively administered by a local Tour Guiding member association.

The program provides a skills benchmark for all Tour Guides in Australia and is associated with the World Federation of Tourist Guides.

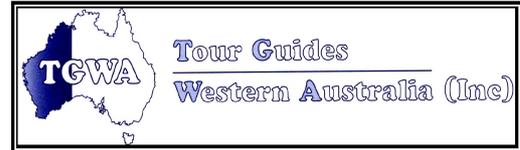
It is suitable for all types of Tour Guides located anywhere in Australia and engaged in any sector of the tourism industry, whether it be inbound, outbound, cruise, events or another related area.

Tour Guides work in a variety of locations, in cities as well as regional and remote areas, in a number of natural, historical and culturally significant environments, and conduct tours and services of varying length from 30 minutes to over 30 days.

There are a range of Tour Guide titles throughout Australia and around the world including:

- **City Sights Guide**
- **Meet and Greet Guide**
- **Driver Guide**
- **Tour Guide**
- **Tourist Guide**
- **Eco Guide**
- **Savannah Guide**
- **Tour Manager**
- **Tour Director**

Guiding Organisations Australia accreditation uses the term “Tour Guide” to mean any person who leads or presents to a group on an organised tour or activity of any length, regardless of their employment status.



National Tour Guide Accreditation Program

Benefits of the Guiding Organisations Australia Accreditation Program

Using professional Guides is of great value and benefits to the whole of the Tourism Industry. The Guiding Organisations Australia Accreditation ensures guide compliance with a high level of knowledge, skills, training, First Aid & CPR certificate, and professional Tour Guide insurance cover. Through the Professional Association, guides are also offered ongoing Professional Development, networking opportunities, and through their listings on the website they may enjoy new job opportunities and business development.

Many stakeholders benefit from the raised level of skills and knowledge, including:

- Tour Guides
- Tour operators
- Tourism councils
- Training organizations
- Tourism industry organisations
- And most of all: Visitors & Tourists

Some of the benefits to individual Tour Guides:

- National recognition of practical skills and professionalism
- A pathway to national qualifications (i.e. Certificate III and IV in Guiding)
- A more competitive edge for employment
- Access to professional development opportunities
- Receive regular news updates from GOA as well as the local Tour Guide Association
- Identifiable as a professional Tour Guide (special badge provided)
- Listed on the TGWA as well the Guiding Organisations Australia website
- Accredited Guides are able to get the lowest rate on Public Liability Insurance through GOA.

Benefits to the Tourism Industry:

- Provide a benchmark for Tour Guides and employers
- Improve both ethics, safety and customer satisfaction ratings
- Raise the standards and professionalism in the industry
- Can be used as a basis for employment and remuneration
- Repeat visitation and recommendation of Australia as a destination

Benefits to Stakeholders:

- Provide benchmarks for protected area or site access arrangements
- Establish easily recognisable benchmarks of Tour Guiding skills
- Improved professionalism at the forefront of the Tourism Industry
- Increased business and revenue

Benefits to the Tourist:

- Greater learning, understanding and appreciation of the cultural and natural values of Australia
- Increased level of customer satisfaction
- Improved services & standards of professionalism by Australian Tour Guides



TGWA M'SHIP & GOA ACCREDITATION

APPLY ONLINE: <http://www.goa.org.au/accreditation/>

or download PDF of

'TGWA Membership & GOA Accreditation Form'.

INCLUDE: Resume with qualifications & experience.

Current First Aid & CPR certificate.

Public Liability Insurance min. 10 mill.

Proof of identity, Passport photo page or Drivers License.

Transfer payment via direct deposit for assessment fee

Assessor will contact you to arrange a convenient time for the 1 hr
On Site Assessment.

Forward your Tour Plan at least 24 hrs prior to assessment

The Assessor advises the TGWA of the accreditation outcome

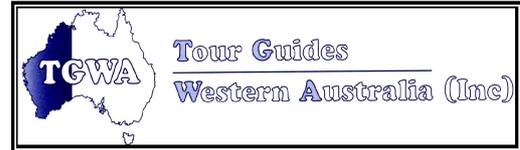
When successfully completed, forward a passport sized Photo,
together with the signed Code of Conduct & Terms and Conditions.

Once your TGWA/GOA membership fee has been received you will
receive your Membership package including TGWA/GOA Badge,
Free website listing and private access to the members only section

**Any difficulties?
- We are here to help!
Get in touch:
tourguideswa@westnet.com.au**



National Tour Guide Accreditation Program



Tour Guide Qualifications

GOA accreditation makes use of the National Tourism, Hospitality and Events Training Package, which includes competency standards and national qualifications for Tour Guides.

There are three relevant certificates:

Certificate III in Guiding (previously Certificate III in Tourism (Guiding))

Certificate IV in Guiding (previously Certificate IV in Tourism (Guiding))

Certificate IV in Tourism (Natural and Cultural Heritage)

GOA supports Registered Training Organisations in training Tour Guides to achieve a minimum of Certificate III in Guiding and encourages assistance with Recognition of Prior Learning if possible.

On Site Assessment

As part of the Guide of Australia accreditation process, an on-site Assessment must be completed. This requirement consists of two elements:

1. Tour Plan ([appendix A, page 8](#))

To be submitted to the Assessor at least 24 hours before the on-site Assessment.

As a Tour Guide, you are required by law to ensure that you provide all activities as per itinerary set out by the Tour Operator. A plan will help you to establish what to talk about, when, and what props you will need along the way. It also helps you to tailor the tour to the expected customer group. And it aids in your review afterwards.

The Tour Plan template ([page 8](#)) allows you to demonstrate your planning for the Assessment.

A Self Assessment & Customer Feedback form is provided ([Appendix C, page 11](#)).

Please complete this document immediately following the On Site Assessment.

2. Assessment

Your On-Site Assessment will take approximately 1 hour, allowing you sufficient time to show of your skills. Your tour must be conducted in a real on the job situation with a minimum of 2 customers/participants, plus the Assessor. Should this not be possible, then a simulated tour reflecting real circumstances may be evaluated. This will require a 30 minute audio & video recording.

Your Assessor

When your application has been received and checked, an Assessor will be assigned to you.

The on-site Assessment will be conducted by your allocated Assessor, using the same evaluation tools as you have received ([Appendix B & C, page 9-11](#)) plus an On-site Assessment evaluation form.

The Assessor will contact you to organise a mutually convenient day and time to conduct the On Site Assessment. All Assessors are qualified and experienced Tour Guides who have extensive knowledge of Tour Guide qualification requirements, and experience in work place assessment.

Should an applicant fail to meet the requirement, then a written explanation will be made to assist with appropriate training and work experience, which may help guide in meeting the required criteria.

Once applicant feels ready, a reassessment can be arranged.

Appeals and Feedback

If you are not happy with the outcome, then you may lodge a formal appeal in writing to your local Professional Guiding Association within 14 days. An independent Assessor will be assigned to consult with you and the initial Assessor. a second On Site Assessment may be required.

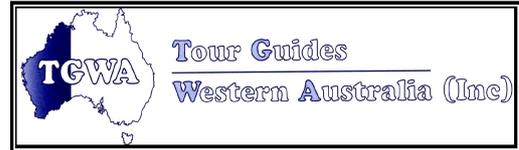
You are encouraged to provide feedback via the **Accreditation Applicant Feedback form** ([appendix D, page 12](#)) regarding your On Site Assessment.

Photo ID Card

Upon completion of all requirements, your TGWA & Guide of Australia Photo ID Card will be forwarded to you. Photo should be a digital image, passport style & size, reflective of you as a guide. Make sure to always display your card prominently so that Customers, and the industry, can identify you as an Accredited Tour Guide. For card replacement please contact your local guide association.



National Tour Guide Accreditation Program



Application Process, Policy, Procedures & Requirements

Eligibility

It is recommended that you read through this kit in full before completing or submitting any documentation, to ensure you are eligible for accreditation.

Accreditation will be granted to all applicants who successfully meet the requirements.

Guiding Organisations Australia and TGWA Initial Requirements

- **100 days of experience as a Tour Guide throughout your career,**

OR

- **60 days in the past year.**

OR alternatively:

- **A completed certificate course** from a recognised training Organisations in Guiding, Tourism or other equivalent course. (I.e. SIT3.... Or SIT4....- **Certificate III or IV in Guiding or Tourism**)

- **PLUS 3 months of Tour Guiding experience,**

OR

- **30 days of guiding work after completing your Cert III or IV.**

- Please check the TGWA website for any additional local requirements.

Policy & Procedures for On-site Assessment

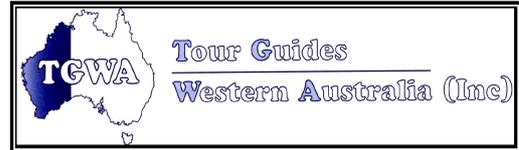
- 1 It is the Applicant responsibility to ensure the on-site **Tour Activity Plan** is **provided to the Assessor at least 24 hours before the assessment**, to allow the Assessor time to familiarise themselves with both the venue and activities.
- 2 The duration of the on-site assessment should last approximately one hour.
- 3 Assessment shall be conducted in a real tour experience with at least 2 participants/visitors as arranged by the applicant.
- 4 Applicants must meet the required criteria as is set out in the 'On-Site Assessment Criteria'.
- 5 The Assessor will complete a recommendation form and forward it to the local professional guiding tour guiding associations membership secretary, who will advise of the outcome.
- 6 If the applicant fails to meet the GOA/TGWA requirements in their on-site assessment, then a written explanation will be given by the local professional tour guide association - together with suggestions for further training.
- 7 Once ready, an applicant may undergo a subsequent on-site assessment.
- 8 If an Applicant is unsuccessful at the second assessment, suggestions will be made for appropriate training and work experiences, which may assist in meeting the required criteria. Once this has been completed applicant may request to be re-assessed.

What is included in the Accreditation Fees?

- ★ Application for Accreditation including an Initial Assessment
 - ★ Photo ID card
 - ★ GOA "Directions" Newsletters
 - ★ Listing on the TGWA and GOA websites
 - ★ Representation of Professional Tour Guides at government level by GOA executives
 - ★ ACCREDITED GUIDES are eligible to obtain a reduced rate on Public Liability Insurance.
- For current fees please check the TGWA website.



National Tour Guide Accreditation Program



Applicant – Tour Plan

Guide Name: _____

Tour Name & Brief Description: _____

Tour Date: ___/___/___ Tour Start Time: _____ Tour Finish Time: _____

Start Location: _____ Finish Location: _____

Objectives: Key messages, basic info, content you will be covering on the tour.

Group movement (i.e. foot, vehicle, static): _____

Equipment, props and resource materials: _____

Customer handouts or loan equipment: _____

Customer Nationalities and Languages: _____ Age Group: _____

Other Info: _____

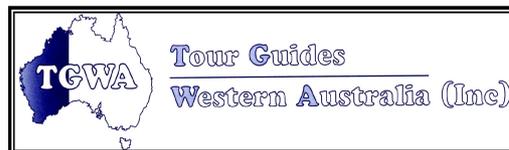
Safety and Risk Management Issues: _____

- Do you - or your employer have a Risk Assessment for this activity/tour? YES NO
- Have you prepared Risk, Safety & Security procedures for this activity/tour? YES NO
- Are you familiar with the condition of all facilities & equipment to be used? YES NO
- Do you have contingency plans in case of unusual events? YES NO

Please Note:

The LOCAL PROFESSIONAL TOUR GUIDING ASSOCIATION does not assess, consider or approve the appropriateness of any risk assessments or safety procedures of the Tour Plan but merely ensures that applicants are aware of and have considered these issues when applying for accreditation. The LOCAL PROFESSIONAL TOUR GUIDING ASSOCIATION accepts no liability in relation to the Tour Plan or its risk assessment, safety or security procedures.

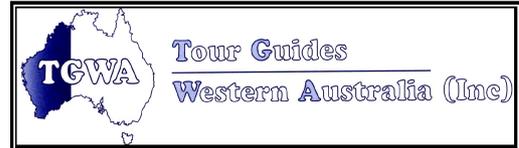
Application Kit - **Appendix A**



Applicant – On Site Assessment Criteria

This document will be useful when preparing your tour plan. It is a general guideline of what you will be expected to cover during your one-hour assessment. This is the same document, which your assessor will also be working with. Please Note: Some of the suggested criteria may not apply to your specific tour.

Preparation – Does the guide have...?	Evidence Guide
Equipment and props ready	I.e. Microphone, AV equipment, food/drink requirements, reference books
Access to a First Aid Kit	Appropriate to tour, stocked and nearby if not carried
Professional personal presentation	Wears appropriate footwear, hygienic and appropriately dressed for the specific service.
A Tour Plan	Written Tour Plan to be given to assessor before tour
Manifest/Activity Numbers	Obtained as appropriate
Introduction – Does the Guide...?	Evidence Guide
Gain the attention of the group	Appropriate and professional – consistent throughout tour
Use an effective Introduction	Welcome, Positive, Tour Length and Route, Intro to topic
Inform group of health and safety issues	Tour practicalities and personal requirements
Commentary & Interpretive Techniques - Does the Guide...?	Evidence Guide
Have a logical order/flow to commentary	In Topics and Theme/s and smooth flow between
Use current, accurate, relevant information	Relevant to topic and to group – consider group demographics, English skills, time management, depth of knowledge
Consider the sites cultural and social value	Cultural and social differences
Use effective themes	Appropriate to group
Hold the groups attention	Ask questions and involve the entire group
Use props appropriately	To the environment and to the group
Demonstrate effective body language	Confident, enthusiastic, positive and professional
Demonstrate effective use of voice	Variety in pitch, appropriate speed, tone of voice and projection
Use appropriate vocabulary	Not too technical, appropriate to group demographics
Use appropriate humour	Professional related info, (rather than random jokes)
Maintain eye contact	Share your attention equally with the entire group
Encourage customer participation	In tour activities and the use of all their senses
Remain flexible	Seize opportunities to incorporate customer knowledge and take advantage of chance experiences
Encourage questions from group	Ask if they have any questions and respond accordingly
Answer questions appropriately	Courteous and correct, repeats to group if appropriate and offers to provide answers later if needed
Customer Service & Communication Does the Guide...?	Evidence Guide
Maintain friendly yet professional interactions	Between guide and group, positive and cooperative attitude
Use active listening	Acknowledge and respond to customer comments
Consider customers body language	Acknowledge and respond to individual and group

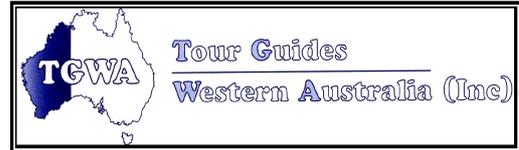


Recognise cultural and social differences	Consider customers communication skills, treat all with respect
Overcome language barriers if required	Use simple words and gestures, utilise bilingual assistance from within group for important info
Provide for special needs of customer	Identify, and consistently provide for reasonable requests
Meet customer expectations	Identify and provide for customer needs and wants
Action customer dissatisfaction	Identify and promptly action improvement measures
Engage in effective communication with colleagues	Polite, friendly and professional, in common English and industry terminology
Communicate effectively with service providers	Polite, timely & accurate. Forward confirmations, tour/customer
Group Management – Does the Guide...?	Evidence Guide
Lead and control group	Displays leadership, provide effective instructions, encourage clarifications. Lead group without being too far ahead or behind
Check group numbers	Consistently and accurately without being too obvious
Relay to the group tour itinerary/schedule	Scheduled and updates if delayed
Respond to group/individual needs	Providing balanced and flexible service
Encourage group cohesion	Appropriate interaction, team building, ice breakers
Encourage minimal environmental impact	On social, cultural and natural environments
Safety – Does the Guide ...?	Evidence Guide
Assess, reassess and action risks	Action risk management policy and unexpected situations on tour – to customers, self and others
Show their duty of care at all times	Carrying First Aid Kit for walks, and consistently advising groups of health and safety issues
Follow health, safety and security procedures	As per instructions, or as deemed necessary when situations arise. Identify and rectify possible breaches & dangers
Ethics – Does the Guide...?	Evidence Guide
Refrain from soliciting tips or kick backs	From customers or service providers
Minimise negative impacts	From activity & self, on social, cultural & natural environments
Provide accurate and current information	In all communication – including additional tour services
Legal Issues – Does the Guide...?	Evidence Guide
Provide all tour requirements	As per advertised activity and within specified timeframe
Have all necessary permits and license requirements for the assignment	Acknowledge specific permit and license requirements, carry required documentation
Conclusion – Does the Guide...?	Evidence Guide
Wind the tour up effectively	Leave group feeling positive, thank group, recap highlights, appropriate on selling of products
Encourage questions and feedback	Utilise feedback forms or verbal feedback
Post tour – Does the Guide...?	Evidence Guide
Notify colleagues of return	In a timely manner, generally within 24 hrs
Follow up on unanswered questions	Research unanswered questions and notify customers
Return equipment	Clean and store, ready for next use
Complete required reporting & Invoice	Tour Report, incident report, faulty equipment, OHS breaches
Conduct evaluations	Consider customer feedback and self evaluation for next tour

Application Kit – **Appendix B**



National Tour Guide Accreditation Program



Self-Assessment and Customer Feedback

Please complete this self assessment and customer feedback form immediately after your tour. It is an opportunity for you to reflect on your performance and see where you can improve. Feel free to copy this form to use for improvement after every tour and to gain customer feedback:

Your Name:

How many participants did you have?

How did your group respond to your commentary?

What was the highlight of the tour/activity?

What interpretation worked well.....

Why?

Was there anything that didn't work well?.....

Why?

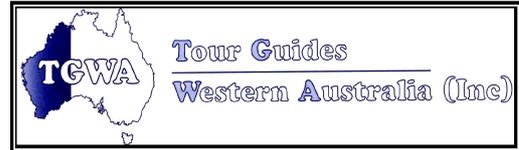
How did you show care for the safety of the group.....

How did you show ethical behavior?

Can you think of any way you can improve your activity/tour?

Customer Feedback.....

Application Kit – **Appendix C**



National Tour Guide Accreditation Program

Accreditation Process – Applicant Feedback

Your Name:

1 Were you given appropriate and sufficient information about the accreditation process?
Yes No N/A

Suggestions for improvement:

2 Were you able to access additional information easily?
Yes No N/A

Suggestions for improvement:

3 Were any queries dealt with promptly?
Yes No N/A

Suggestions for improvement:

4 Was the additional information helpful/useful?
Yes No N/A

Suggestions for improvement:

5 Were you provided with assistance/support by the On Site Evaluator?
Yes No N/A

Suggestions for improvement:

6 Was the On Site Evaluation conducted at a suitable and convenient location?
Yes No N/A

Suggestions for improvement:

7 Was your On Site Evaluator friendly and helpful?
Yes No N/A

Suggestions for improvement:

8 Do you think the On Site Evaluation process was fair and reasonable?
Yes No N/A

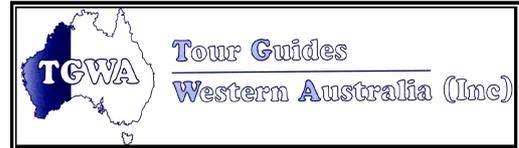
Suggestions for improvement:

9 Additional comments:.....
.....

Thank you for your feedback.

Please return this form within 7 days to your local professional tour guiding association.

Application Kit - **Appendix D**



The Australian Tour Guides Code of Conduct

I agree to abide by both the TGWAs - and **the Australian Tour Guides, Code of Conduct** in all my actions and conducts. I shall encourage the Code of Conducts implementation across the industry through interactions with tourism businesses, organisations' and other Tour Guides.

I will:

- 1 Provide a professional service to visitors – ensuring they are treated with respect, care and a commitment to best practice guiding. Providing objective and fair interpretations of the places visited.
- 2 Make every effort to present true and accurate facts, and ensuring that a clear distinction is made between stories, legends, traditions and opinions.
- 3 Act honestly, fairly and professionally in all dealings with those who engage my services and with all colleagues within the tourism industry.
- 4 Educate visitors on the need to be respectful of our precious natural, cultural and heritage environments, minimising our footprint and impacts at all times.
- 5 As a representative of Australia, I will welcome all visitors, and act in such a way as to bring credit to the country and to the promotion of it as a tourist destination.
- 6 Regularly update and upgrade my guiding skills and knowledge through training, professional development and networking activities.
- 7 Declare to customers any relevant personal commercial interests, including commissions. I agree to not engage in forced visitor purchases or soliciting of tips.
- 8 Be mindful at all times of my duty of care and other health and safety issues.
- 9 Provide all goods and services as is presented in the job brief, itinerary and promotional materials.
- 10 Abide by all national, state and territory legislation governing the operation and conduct of tours, tour operators and tour guides.
- 11 As a professional guide I shall establish my own complaint handling procedures.
- 12 Inform my clients that a Complaints Handling Policy covering grievances or other issues with professional tour guides is available through my professional association.
- 13 Continually maintain a valid Certificate II in First Aid & CPR, as a pre-requisite for guiding. First Aid course renewal to be completed every 2 years.
- 14 At all times hold a current *Certificate of Currency for Indemnity insurance to the value of min. \$10 mill. (Unless working in one permanent part-time/full time job, where I am covered by my employers insurance.)

*Special low cost insurance is available for Guiding Organisation Australia (GOA) and TGWA accredited guides. See TGWA website for cost and conditions.

Please sign and confirm your agreement with the Australian Tour Guides' Code of Conduct.

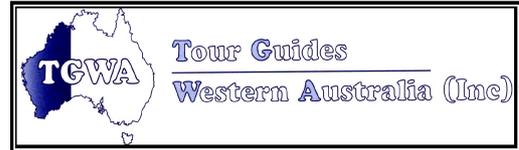
Date:/...../.....

Name: Signature:

Application Kit – **Appendix E**



National Tour Guide Accreditation Program



Declaration

1. I warrant that the information I have supplied in this application is true and correct, and includes all relevant and pertinent information. I will continue to supply true and accurate information as may be requested.
2. I have attached the necessary documents with my application – including a resume, copies of Certificates, plus a signed Code of Conduct. First aid and insurance certificates (if available) and a photo.
3. I have successfully completed the accreditation process. I will be able to list my details providing me with exposure to job opportunities on both the National Database of Accredited Tour Guides and my local guiding organisations website.

Please tick you preferred choice:

YES: I would like to take advantage of the offered listings and hereby give permission for my contact info to be displayed on both the local tour guide association and GOA websites.

Or

NO: I prefer not to have my details shown on any of the tour guiding websites.

4. Should my circumstances or contact details change, then I shall notify my local Tour Guide association immediately.

5. I agree to abide by the Australian Tour Guide’s Code of Conduct.

As a professional tour guide I shall keep my First Aid & CPR certificate current at all times.

For as long as I work as a Tour Guide, I shall ensure my insurance is paid up and current.

I acknowledge that any incorrect/misleading information or failure to provide information as set out in the Guiding Organisation Australia Application Kit, or any breach of these terms and conditions, or failing to comply with the Australian Tour Guides’ Code of Conduct may lead to refusal to grant or renew accreditation, or the withdrawal of my accreditation.

I acknowledge and agree that my local Guiding association can refuse to grant or continue accreditation on the giving of 14 days notice.

I acknowledge that if, at my local associations absolute discretion, I do not meet the specified criteria as set down in the Application Kit, then I may be refused an On Site Assessment or accreditation opportunity.

A fee will be charged for accreditation upon application. This fee may change given circumstances and additional travel cost. I agree to pay all fees and charges within the due date.

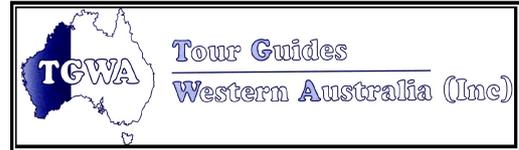
I acknowledge and agree that my local guiding association and Guiding Organisations Australia accepts no liability for any information, recommendation or advice provided to me and I agree to seek independent specialist advice before relying upon any information, recommendation or advice provided to me by my local guiding association and Guiding Organisations Australia or its employees, agents or contractors.

I agree to be liable for and indemnify my local guiding association and/or Guiding Organisations Australia, its employees, agents and contractors from and against all claims, actions, demands, liability, damages (including personal injury or death) and expense (including legal costs on an indemnity basis) with my local guiding association and/or Guiding Organisations Australia, its employees, agents and contractors may sustain or incur, which may be brought or made by any person, arising out of or in connection with:

- a) Any willful, unlawful or negligent act or omission by me;
- b) Any breach of any warranty, terms or condition of accreditation;
- c) Any representation made by me

Date:/...../.....

Name: Signature:



Application Kit – **Appendix F**

National Tour Guide Accreditation Program

Application Check List – *Have you got it all?*

Include Signed:

- Completed **Membership Application Form to TGWA** (- if not already a member)
- Passport sized digital photo** for your Guide of Australia ID Card
- Australian Tour Guides Code of Conduct** (Appendix E, page 13)
- Declaration, Terms and Conditions of Accreditation** (Appendix F, page 14)

Copies of your:

- Relevant tour guide, or any equivalent **qualifications**
- Current **First Aid Certificate with CPR**.
- Resume** with relevant experience
- Proof of identity** 1 item (Choice of: passport photo page, driver license, or birth/citizenship certificate)
- Plus **for non-Australian citizens**, your current **Visa or Medicare card**
- Tour Guide Indemnity insurance - Minimum 10 mill.** (Attractive TG specific insurance offer is available GOA with your accreditation)

Successful completion of:

- On Site Assessment based on Tour Plan** (Appendix A, page 8)
- On Site Assessment Criteria** – Helpful document (Appendix B page 9 –10)
- OR – Portfolio of evidence, where on-site assessment is impossible due to distance.

Submit your:

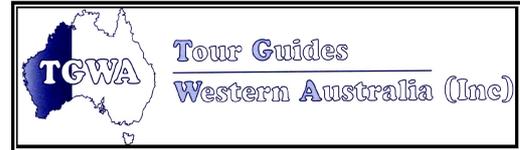
- Tour Plan to the Assessor** at least 24 hours before the On Site Assessment.
- Applicant Feedback form**, together with other copies after the On Site Assessment.

Payment of:

Accreditation & Membership fees by Direct Deposit to:

Acc. Name: **Tour Guides WA,**
BSB no: **736078**
Acc.No: **505107**

For current fees, see the TGWA website.



National Tour Guide Accreditation Program

Annual Renewal & Maintaining Accreditation

Your Tour Guide Association membership together with your Guiding Organisations Australia accreditation must be paid up at all times. Fees are due annually. A grace period of 30 days applies, after which time the accreditation process must be completed.

Accredited Tour Guide renewal requirements:

As a Professional Tour Guide you are required to engage in ongoing professional development, with a minimum of **4 points** achieved yearly.

- 1 **Participate in at least 2 relevant Professional Development (PD) activities** in a year. The TGWA will keep a log of your participation in PD activities provided by the association. If participating in Professional Developments provided by other associations, please forward evidence i.e. receipt or certificate.
- 2 **Obtain Customer feedback from at least 2 of your tour participants every year.** Customer feedback (with client consent) will be forwarded to you by the TGWA, for your promotional use.

Download feedback forms from **Accreditation section on Guiding Organisations Australia's website:**

<http://www.goa.org.au/accreditation/>

- 3 **Abide by the Guides of Australia Code of Guiding Practice.**
- 4 Maintain a current '**Provide First Aid Certificate**' with CPR.
- 5 Maintain ongoing Tour Guide **General & Product Indemnity Insurance** to the minimum value of **10 mill.** (GOA recommends 20 mill) Plus **Professional Indemnity 1 mill.**
- 6 **Pay the annual fee** on receipt of invoice by the due date (31 December)

You are also required to **keep your First Aid & CPR certificate current** (recommended renewal of First Aid every 2 years, and CPR annually)

Your annual renewal of **insurance cover must be maintained at all times** to secure your private assets, and to safeguard your business against any liability claims.

GOA offers the best discounted rate on a tailor made TG insurance. This is only available for purchase with accreditation and/or membership.

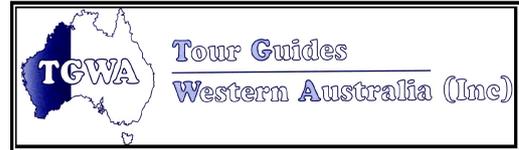
Benefits of Professional Development:

- Continued enhancement and growth of your skills and knowledge
- Networking which may lead to additional job opportunities

To ensure continuation of your accreditation please update any changes to your contact details by communicating with the membership secretary of your local association.

TGWA offers professional development opportunities for its members.

Information about National and International Professional Development events and job opportunities are provided through local associations and in the GOA's newsletter – Directions.



National Tour Guide Accreditation Program

References:

Further information on Tour Plans and Activity Planning can be found in the following references:

Pastorelli, J. (2003) An Interpretive Approach to Tour Guiding – Enriching the Experience, Pearson Education Australia, NSW.

Department of Conservation Western Australia (2000) Developing Ecotours and Other Interpretive Activity Programs, Gil Field and Lotte Lent, Department of Conservation Western Australia, Perth.

Crabtree, A. (2000) Plan and Develop Interpretive Activities, South West Institute of TAFE, Vic.

Member Organisations of Guiding Organisations Australia

Guiding Organisations Australia

08 9255 4393

Email: goa@goa.org.au

www.goa.org.au

International Association of Tour Managers

Pacific Region GPO Box 312
Sydney NSW 2001

www.iatm.co.uk

Professional Tour Guide Assoc. of Aust.

PO Box 1252, Melbourne VIC 3001
Phone: (03) 8601 1124

Email: profesionaltourguides@ptgaa.org.au

www.ptgaa.org.au

South Australian Tour Guides Assoc.

PO Box 801, North Adelaide SA 5006
Phone: (08) 8239 0363
Email: dmottera@bigpond.net.au

www.satourguides.org.au

Tour Guides Western Australia

Phone: 08 9255 4393

Email: tourguideswa@westnet.com.au

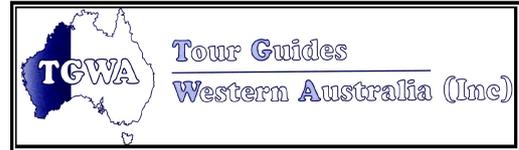
www.tgwa.asn.au

Interpretation Australia Assoc.

PO Box 1231, Collingwood VIC 3066
Phone: (02) 4758 8643

Email: carolund@ironstonesoftware.com.au

www.interpretationaustralia.asn.au



T: (08) 9255 4393

E: tourguideswa@westnet.com.au

MEMBERSHIP APPLICATION

(Please print all information)

First Name: **Last/Family Name:**

Gender (please tick appropriate box) : Male Female

Name of Organisation (if applicable):

Address: **Postcode:**

Telephone: Home: Mobile:

Email:

Information required for individual Tour Guides only:

Tour Guide Qualification/s (if any):.....Date completed:

Name of Training Provider:

Guiding Experience: (if there is insufficient space, please attach a separate sheet)

.....
.....
.....

Languages (other than English):

Skills/interests (eg history, nature, specific location)

.....

I hereby apply for Membership of Tour Guides Western Australia (Incorporated)

Membership Category:.....

(See separate page for details of Membership Categories and Annual Fees (1 January – 31 December))

Please pay by either:

Electronic Funds Transfer A/c Name: Tour Guides WA BSB: 736 078 A/c No: 505107
for the amount of \$.....

OR

Cheque - use the Express Deposit facility at your local Westpac Branch. Please include your name on the Deposit Slip.

Signature: **Date:**