



# FEG

EUROPEAN FEDERATION  
OF TOURIST GUIDE  
ASSOCIATIONS

[www.feg-touristguides.com](http://www.feg-touristguides.com)

BASED IN FRANCE  
SINCE 1986

# **Norma Clarkson**

## **Qualified Tourist Guide for Scotland**

**Elected as:**

- ▶ **Executive Officer of European Federation of Tourist Guide Associations (FEG)**
- ▶ **Chair of Scottish Tourist Guide Association**

**Continuous Professional Development Committee**



# **FEG is the big European family of all Tourist Guides**

## **24 Members:**

**Albania, Austria, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Luxemburg, Netherlands, Portugal, Russia, Slovenia, Spain, Sweden, Ukraine and the United Kingdom (England, Scotland, Wales)**



# TOURIST GUIDE IN EUROPE

EUROPEAN STANDARDISATION COMMITTEE (CEN) EUROPEAN  
STANDARD EN13809:2003

Tourism services - Travel agencies and tour operators  
terminology

**2.3.5 ► tourist guide** = person who guides visitors in the language of their choice and interprets the cultural and natural heritage of an area, which person normally possesses an area-specific qualification usually issued and/or recognised by the appropriate authority



# **TOURIST GUIDE :**

**An area-specific profession  
always related to a country/region/city  
we are qualified in for theory and practice**

**Qualified Tourist Guides always hold a  
qualification  
for their area of work (I.D., Badge, Professional  
Card)**



**We are the professionals who are in  
direct everyday contact with our  
visitors in our countries**



# **Tourist Guide Training**

**by Tourism Authorities, Ministries,  
Universities, Private Training  
Institutions,  
Tourist Guide Associations,**

**Qualification exams always exist  
even without training**





# **CEN EN15565:2008**

**European Standard setting the minimum  
requirements for tourist guide  
training in Europe on duration, subjects,  
common European &  
area-specific subjects, theory & practice  
level of language, exams, trainers, classrooms**





## **Among others, FEG constitutional aims are:**

- ▶ **to publicise and improve the quality of service offered by the tourist guiding profession at European level**
- ▶ **to organise meetings, conventions, seminars, workshops in order to encourage cultural and training exchanges for the further consolidation of tourist guide relations**
- ▶ **to promote the European Standard EN15565:2008, in which one of the training modules for tourist guides is guiding people with special needs**



## **Life-Long Training & Continuous Professional Development (CPD)**

**is always needed by tourist guides around the world to update their skills and knowledge in guided tours**

**FEG offers this opportunity during our Annual General Meetings (AGMs) each November or any time it's requested by members to offer courses**





**Qualified and properly trained  
professional Tourist Guides  
uphold the public interest objectives**



- **eliminate information deficit of visitors by delivering reliable services and accurate information**
- **protect safety of visitors**
- **protect sensitive tourist sites**
- **protect the country's reputation, heritage and tourism industry**



**Thank you  
for your  
attention!**

