

FEG Training Glossary

This glossary aims to give shorthand descriptions to terms used in FEG training materials. It should not be regarded as a general glossary.

Accreditation	Verification/confirmation (by FEG) that a trainer or course meets the set required criteria
'The Art of Guiding' Course	FEG's two day course on communication skills for tourist guides
'The Art of Guiding' booklet	booklet, originally by Katrine Prince, 2 nd edition by Richard Skinner, dealing with communication, presentation and guiding skills, often used to accompany 'The Art of Guiding' Course
assessment	a process verifying that a trainee has met the required set criteria
assessor	administers/conducts the assessment process and collects and records evidence of competence measured against the set criteria, in a fair and objective manner.
brainstorm	high speed training activity whereby trainers extract and note facts or ideas from the participants
candidate	a person presenting for assessment or exam
certificate of attendance	a certificate confirming that a person has attended a specific training event, regardless of the result
Certificate of completion	a certificate confirming that a person has successfully completed a specific training event, i.e. has met the required standard and, if applicable, has 'passed' the assessment
comfort break	pause/break during training events, better than toilet/cigarette/tea/coffee break
commission	payment by FEG Trainers to FEG for use of FEG training materials
course	usually a training event longer than one day
CPD	continuous professional development – ongoing training aimed at keeping skills and knowledge up-to-date after initial qualification
demo tour	demonstration tour, usually carried out by qualified guides or guide trainers to demonstrate guiding skills on a walk, site or moving vehicle
EN15565	European standard/norm: Tourism Services – requirements for the provision of professional tourist guide training and qualification programmes



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evaluation	a process to establish to what extent a training event has met its objectives, usually through asking participants to complete evaluation forms and/or through gathering formal and/or informal feedback
examination/exam	final assessment
ExCo	Executive Committee
facilitation	a highly interactive and flexible method of leading training events, e.g. by asking questions and carrying out a variety of training activities and exercises in order to enable active participation; as opposed to lecturing or merely presenting facts and information
facilitator	a trainer/person, who facilitates a training event
feedback	constructive written or verbal comments on skills performances
handouts	reference material given to trainees during a training event, usually in the form of printed paper or in electronic form
KISS	keep it short and simple
lead trainer	If/when trainers work in a team, the person/trainer, who is leading and co-ordinating the training event; does not denote seniority in a FEG context
learning outcomes	participant-centred goals with regards to acquired/improved skills and gained/refreshed knowledge during a training event
Leonardo Programme	EU funding mechanism for certain training projects
participant	umbrella term for a person taking part in a training event; can be a new trainee or an already qualified guide
per diem	daily allowance for expenses whilst working onsite on FEG training assignments
ppt	powerpoint presentation
seminar	a short (often ½ day), participative training event
student	traditionally a learner/undergraduate at university emphasising the acquisition of knowledge; for tourist guide training better 'trainee', which highlights the practical aspects of the training



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trainee	participant in a (longer) training event, usually containing skills training leading to a qualification
trainer	umbrella term used for facilitator, tutor, assessor, moderator, i.e. a person who delivers training events
training activities	different activities used by trainers during training events, e.g. brainstorm, working in pairs, group exercises, discussions and others
training event	umbrella term used for courses, seminars and others
Training Committee	Historic group charged with the development and implementation of FEG training policy; seized to meet after the 2008 AGM
Training Consultative Group	advisory group consisting of FEG trainers formed in August 2012
tutor	a person mainly imparting knowledge to students through lecturing or presenting, rather than facilitating skills training
TVP	top visual priority
work sheets	pre-prepared sheets for participants to work with during training events

Drafted by Viola Lewis, 10/04/13, up-dated 16/12/14