

WARNING:

Although you will read the exam material in English (we apologize for any translation errors), the main exams for the Canary Islands Official Tour Guide will only be taken in SPANISH, so we recommend that you study it in this language in particular.

Do not hesitate to contact us in spanish if you have any questions or would like more information.

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**PROGRAM OF SKILL TESTS AS
TOURIST GUIDE OF THE CANARY ISLANDS**

Unit I.

Skills, techniques and context of the exercise. Tourist regulations.

Topic 1.

**POLITICAL-ADMINISTRATIVE ORGANIZATION OF THE CANARY ISLANDS.
AUTONOMOUS COMMUNITY.**

1.1. Political-administrative organization of the Canary Islands.

Regional Law 10/1982 of August 10th, revised by Regional Law 1/2018 of November 5th: The Canary Islands are a region (Comunidad Autónoma) and a nation within the Spanish state, consisting of eight islands (El Hierro, La Palma, La Gomera, Tenerife, Gran Canaria, Fuerteventura, Lanzarote and La Graciosa) and five islets (Lobos, Alegranza, Montaña Clara, Roque del Este and Roque del Oeste).

The main tasks of the Canary Islands region are:

- Defense of Canarian interests.
- Solidarity among the Canaries.
- Balanced development between the islands.
- Cooperation with other peoples.

The Canary Islands region has its own flag: three stripes of equal size and, starting from the flagpole, the colors white, blue and yellow. His emblem: a blue background with seven silver islands, above the Spanish royal crown with the motto "Océano" and on the sides two standing dogs with collars.

Title I of the Regional Statute: The islands are the elements of the territorial organization of the Autonomous Community of the Canary Islands. The legal powers conferred by the Parliament of the Canary Islands are exercised by the Cabildos, the government, administrative and representative bodies of each island.

There are four levels of territorial organization:

- The region (government).
- Two provinces.
- Seven cabildos (one per island).
- The municipalities (88 in total) or associations of municipalities.

1.2. Canary Islands Region Institutions.

Political Powers:

- Legislature (Parliament of the Canary Islands).
- Executive (Government of the Canary Islands).
- Justice (Higher Court of the Canary Islands).

The Parliament of the Canary Islands consists of 70 regional members: 15 for Gran Canaria and 15 for Tenerife, 8 for Lanzarote, 8 for La Palma, 8 for Fuerteventura, 4 for La Gomera and 3 for El Hierro. The remaining nine seats will be allocated by the Canary Islands constituency. The parliamentarians are elected by universal suffrage every four years and have their seat in Santa Cruz de Tenerife. The tasks of Parliament are:

- Legislative Force.
- Approve the budget.
- Check the regional government.
- Appointment of senators for the Madrid Senate.

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LAW 7/1995 ON TOURISM IN THE CANARY ISLANDS.

2.1. Law 7/1995 on Tourism Management in the Canary Islands.

The law is intended to regulate the competition, management and promotion of tourism. Goals:

- Delimitation of competencies in tourism.
- Organization, regulation, classification and control of tourist activities.
- Creation, preservation, improvement, use and protection of resources and the tourist offer.
- Tourism promotion.
- Guarantee and protection of the tourist's rights.
- Environmental protection and conservation of nature, landscape and culture.
- Guidelines for the management of territorial and urban infrastructures.
- Technical and vocational training for tourism professionals.
- Sanctions regime in tourism.
- Uniform treatment of tourism promotion outside the Canary Islands.

2.2. Subject to the law:

- All corporations, companies and public administrations.
- Tourist companies of all kinds.
- Complementary leisure companies.
- Travel agencies, tour operators and brokerage companies and the structures in which they carry out this activity.
- Professional training of technicians, informants, guides, interpreters, animators and other staff for accompanying and tourist information.
- Spas, swimming pools, water parks, tourist sports facilities, zoological and botanical parks and recreation centers.
- Any other company or activity directly or indirectly related to tourism.

2.3. Authorities responsible for tourism:

- Public administration.
- Cabildos.
- Municipalities and city councils.
- Autonomous and public corporations for the management of tourism.

2.4. Rights and duties of tourism.

General tasks:

- Protect the environment and ecological values.
- Protect cultural manifestations and traditional ways of life.
- Preserve and restore tourism-related assets.

Rights of the tourist user, i.e. the person who, as a customer, uses the tourist facilities and goods or receives services:

- Get information upfront, truthfully, and completely.
- Receive goods and services that match the chosen category.
- Guarantees of Peace of Mind, Security and Privacy.
- Formulate complaints or complaints using special official forms.

2.5. Professional qualifications.

Educational or academic degree in accordance with state and EU regulations.

2.6. Protection of the environment, landscapes, public spaces, culture and the image of the Canary Islands:

- Tourist activities that are subject to regulations on the environment and nature conservation, public health, solid waste, water health, air and soil cleanliness, conservation of nature reserves, protection of flora and fauna.
- Misleading tourist advertising and any counterproductive foreign cultural manifestation.
- Public spaces in tourist areas that are clean and in good condition (without prejudice to the obligations and agreements of public administrations with tourism companies).
- Image of the Canary Islands as a legally protected collective good, acts that damage the tourist image are considered tourism offenses.

2.7. Tourism violations and sanctions.

- They can be viewed as:
- Very serious (the damage will affect the health or safety of tourists).
- Serious (deficiencies in the provision of services).
- Minors (rude treatment, lack of advertising, lack of information, etc.).

Details and criteria must be included in the sanction decision. Violations of tourism regulations can be:

- Warning (alleged minor offense).
- Sanction, depending on the damage:
 - Light offense, up to € 1,500.
 - Serious crime, between € 1,501 and € 30,000.
 - Very serious crime, between € 30,001 and € 300,000.

Violations of tourist regulations can be for:

- Damage.
- Transcendence.
- Relapse.
- Intention.
- Illicit profit.
- Market positioning.
- Effects on the tourist image.

In parallel to the economic sanction, temporary cessation of activity in the event of serious or very serious criminal offenses for:

- One day and six months for relapses and serious crimes.
- Six months and one year for relapses and very serious crimes.

In the event of very serious violations and obviously serious damage to the tourist interests of the Canary Islands, permanent closure for three years.

The level of the penalties can be verified by the Government of the Canary Islands.

2.8. Tourist inspection:

- Verification of compliance with obligations.
- Verification of the existence of infrastructures and provision of mandatory services.
- Obtain and forward information on tourism.
- Ensure the same standards in operations and activities.

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**DECREE 13/2010 OF FEBRUARY 11TH REGULATION OF ACCESS
AND EXERCISE OF THE PROFESSION OF TOUR GUIDE
IN THE CANARY ISLANDS.**

Chapter I - General Provisions.

Art.1. Purpose and scope.

Regulation of access to and practice of the tourist guide profession in the Canary Islands.

Art.2. Job.

- 2.1. Exercised by those who meet the requirements.
- 2.2. Support, information, interpretation and promotion of the cultural and natural heritage offered to tourists on excursions and tours.
- 2.3. Possession of an authorization or qualification in accordance with Article 11 of Directive 2005/36/EC of September 7, 2005 of the European Parliament, Directive 2006/100/EC of November 20, 2006 of the European Council and Article 19.3 of Decree 1837/2008.
- 2.4. Exceptions for access to the profession of tour guide.
- 2.5. Visits to nature reserves in accordance with the rules for access to them.

Art.3. Exclusions.

Simple escort services, occasional activities by professional teachers or public employees, activities by cultural staff.

Art.4. Qualifications.

Qualification by the Government of the Canary Islands through exams.

Chapter II - Freedom of Establishment.

Section 1 - Qualification of tourist guides.

Art.5 Qualification Requirements.

- 5.1. Meet the requirements and pass the qualification exams.
- 5.2. Requirements:
 - Spanish or European citizenship.
 - Adult.
 - Submit one of the following titles:

- Degree in any subject or tourism diploma and the corresponding admission if it is a degree outside the European Union.
- Masters in each discipline and the corresponding homologation if it is a non-EU qualification.
- Superior tourism technician and the appropriate approval if it is a qualification outside the European Union.

5.3. Official guides from other Spanish regions or official guides from other countries of the European Union can also practice in the Canary Islands after having checked their eligibility through administrative cooperation.

Article 6. Exam program.

Every year the Consejería de Turismo, Industria y Comercio approves the exam program, which is divided into modules and units.

Article 6bis. Linguistic requirements.

6.1. B1 in Spanish and B2 in another language.

6.2. Linguistic recognition through a special oral exam.

6.3. Those who have:

- Degrees or official certificates for languages other than Spanish
- Degrees in a language other than Spanish.

6.4. Anyone who has an accreditation in sign language will be in a different form accredited.

Do you have interest?

More material is available to you on our website, more complete in the payment option and even more complete if you follow our online course:

- Total hourly availability.
- Total geographic availability (You can also take this course outside of the Canary Islands).
 - More detailed notes.
 - Schemas and FAQs.
 - Learning method.
- Virtual and in-person tutorials.
 - Videos.
 - Mock exam.
 - And many more!

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