



GOVERNMENT OF DUBAI



للاقتصاد والسياحة  
Economy and Tourism

## DUBAI TOUR GUIDE LICENSE OBTAINING - GUIDE

(DTGU - ENGLISH)



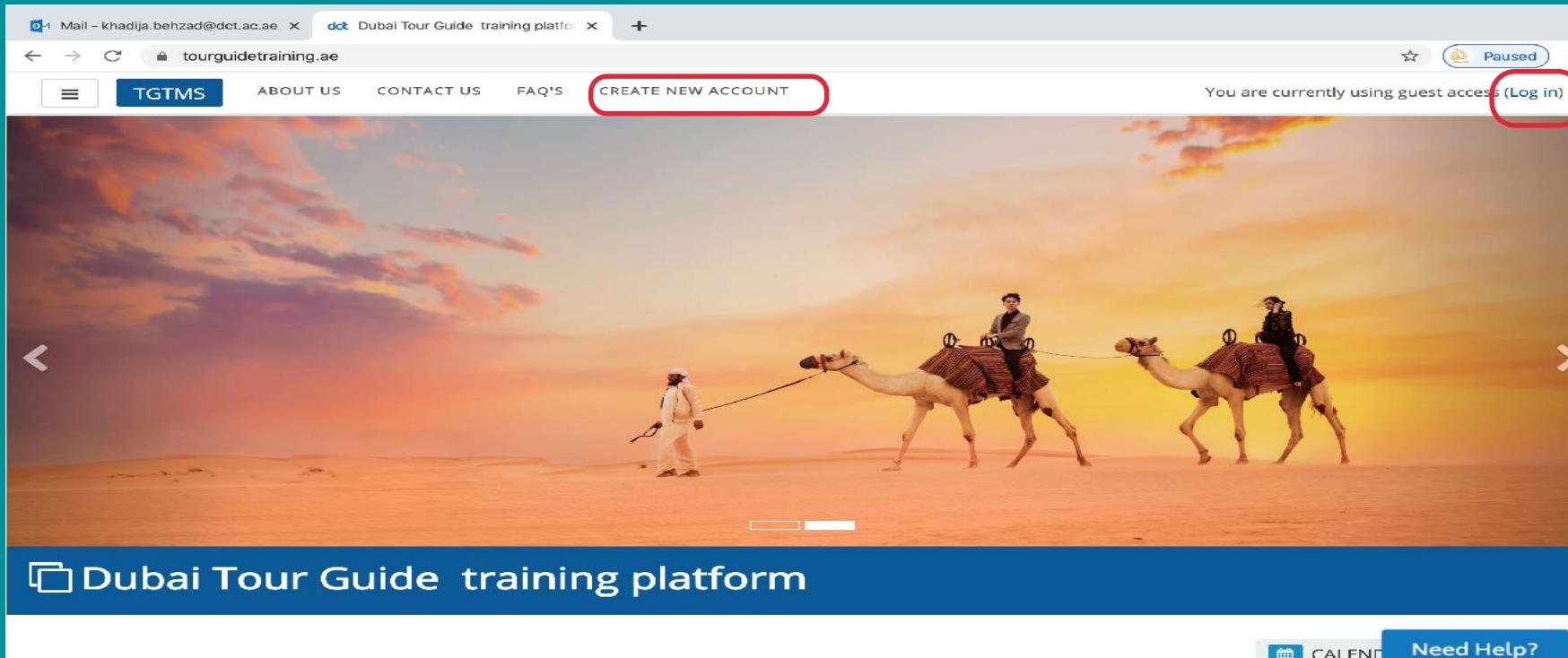
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## CREATING / ACCESSING ACCOUNT

- Create an account in [www.tourguidetraining.ae](http://www.tourguidetraining.ae) or log in to your existing account if you already have one
- If you already have an existing account you can skip the next two slides



# POINTS TO CONSIDER WHEN FILLING ACCOUNT INFORMATION

**A new account may be rejected if any inaccurate information was found**

**Dubai Tour Guide - Training Platform**

**New account**

- Fill up the form carefully.
- Ensure and double check that information are entered accurately. Your account will be rejected if any inaccurate information was found.
- Make sure that you entered the right nationality.

[Collapse all](#)

**Choose your username and password**

Username !

The password must have at least 8 characters, at least 1 digit(s), at least 1 lower case letter(s), at least 1 upper case letter(s), at least 1 non-alphanumeric character(s) such as as \*, -, or #

Password !

**More details**

Email address !

Confirm Email Address !

First name[Plese write your !

## ACTIVATION OF THE ACCOUNT

- Once your account form is complete, you will receive an activation link to your registered email address from [trainingsolutions@dubaitourism.ae](mailto:trainingsolutions@dubaitourism.ae)
- Click on the activation link and re-visit [www.tourguidetraining.ae](http://www.tourguidetraining.ae) to log-in by entering your username and password

# APPLY FOR DTGU

- Click on Dubai Tour Guide Update Program



# UPLOAD THE REQUIRED DOCUMENTS

- Click on Upload your Documents



Please make sure to read all information available in stage 1 "Welcome" before proceeding to next stage. Some information are hidden/locked, once your documents get validated and approved you will be able to view them all.



Arrange all the required documents in **one PDF file**

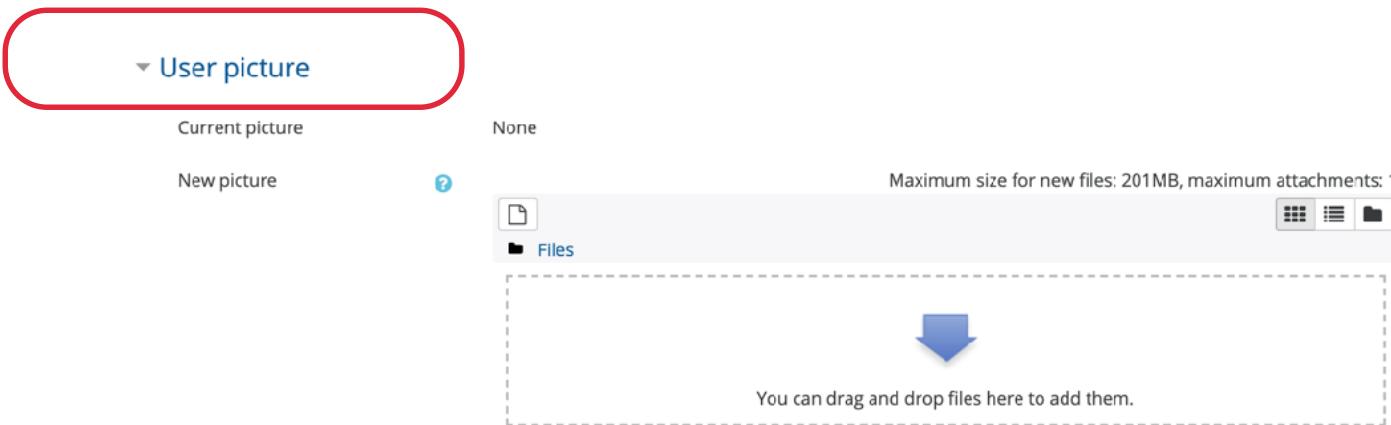
- Below are the list of required documents for the update program:

1. Copy of a valid Emirates ID
2. Copy of the old Tour Guide License
3. Passport size photo with white background
4. A valid Dubai Police clearance certificate (Dubai police fees is applicable, link:  
<https://www.dubaipolice.gov.ae/wps/portal/home/services/individualservicescontent/goodconductcertificatecatalog>



# UPLOADING PHOTO IN THE PROFILE

- Ensure that your photo with white background is uploaded in your profile  
(<https://www.tourguidetraining.ae/user/edit.php>)
- Tour guide documents will get rejected if profile photo is not uploaded in the system

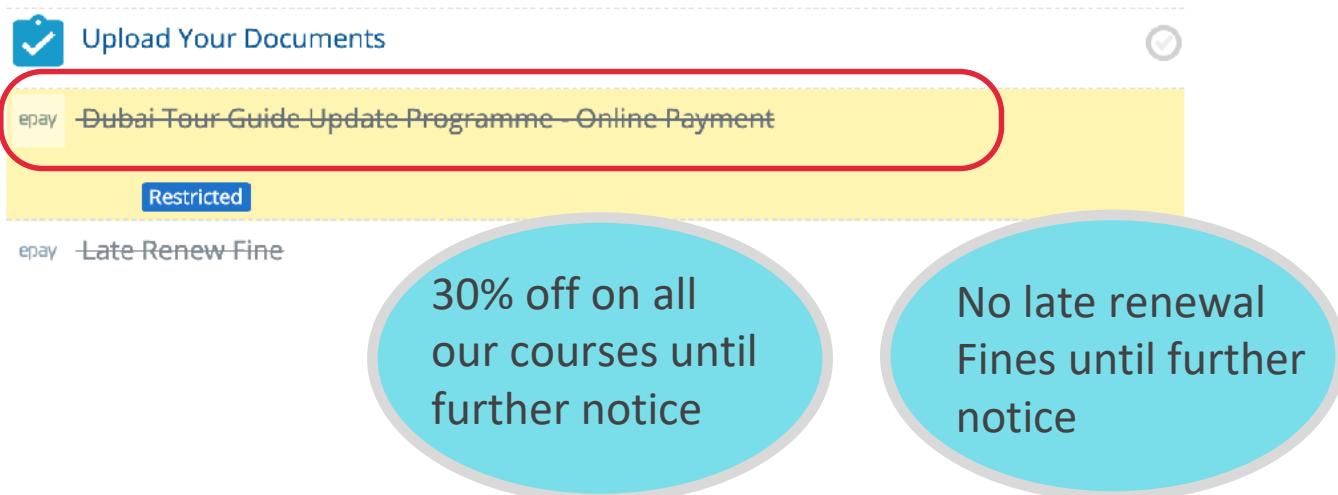


## DOCUMENTS VERIFICATION AND APPROVAL

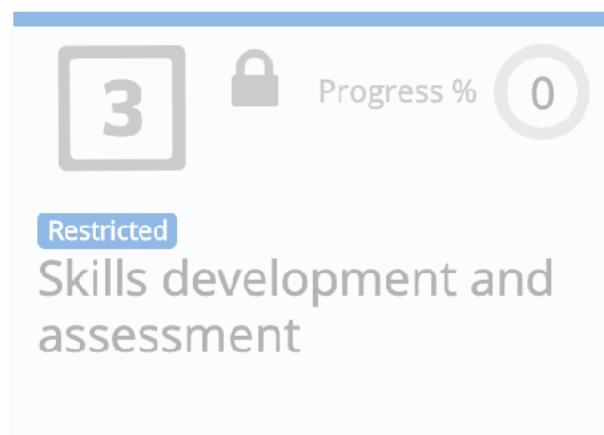
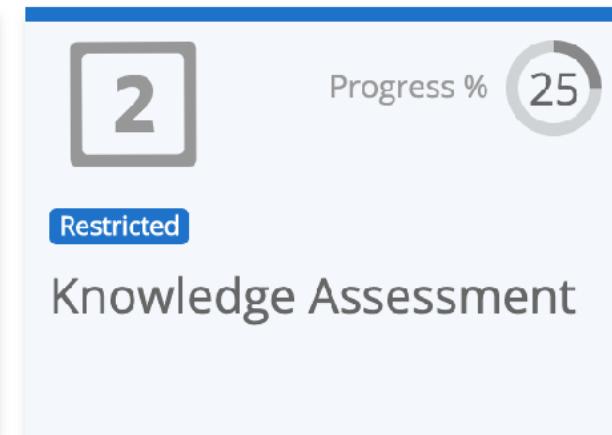
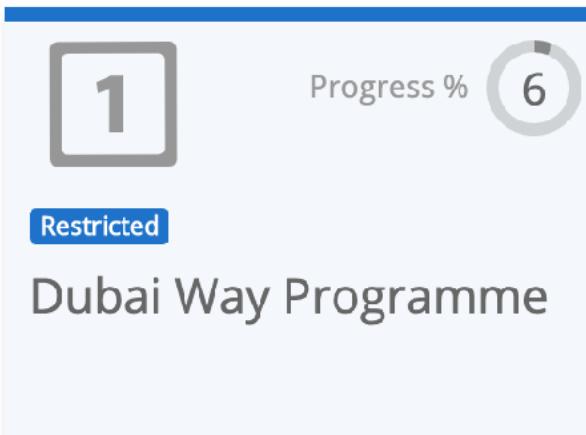
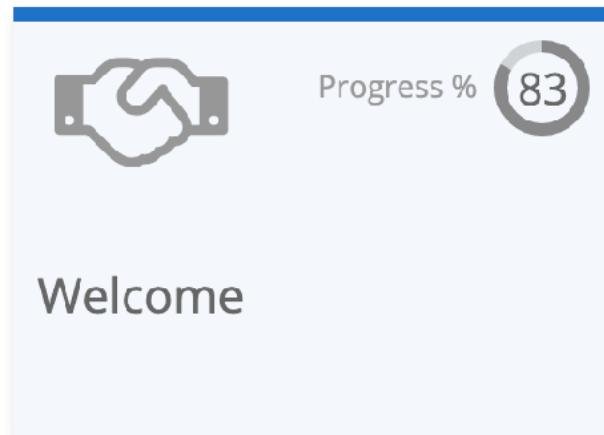
- After submitting all required documents, our team will check, verify validation and accuracy of all information and submitted documents
- Tour guides will be notified if submitted documents are approved or not, in case of documents rejection, tour guides need to upload all the documents again for verification.
- Verification process may take up to 48 hours

## ACCESSING THE ONLINE TRAINING PROGRAM

- After receiving the notification that the documents are verified, tour guides can access [www.tourguidetraining.ae](http://www.tourguidetraining.ae) using their username and password.
- Select the update course (DTGU)
- Make course payment



# THERE ARE 4 STAGES THAT YOU NEED TO COMPLETE

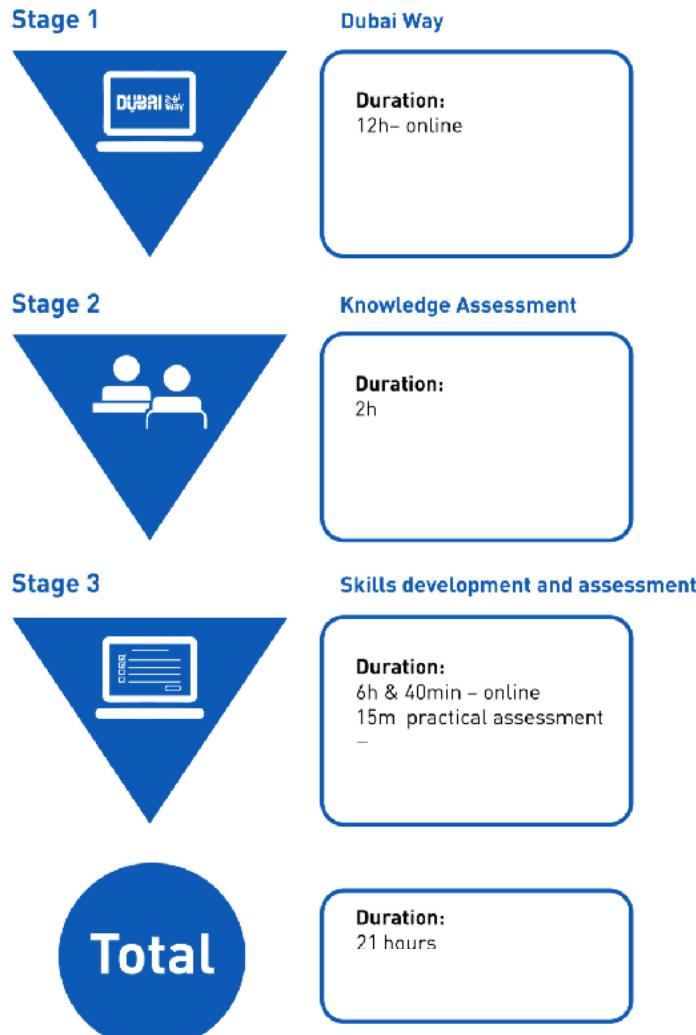


Note: Make sure you read all information provided in Welcome

Steps: The steps needs to be completed in order

Time Frame: All stages must be completed within a maximum of 90 days from the day of registration

# STAGES OF THE PROGRAM AND PAYMENT



## Note:

Candidates must finish all stages in order from stage 1 to 3

## Fees:

License renewal fees for DTGU-English is AED 1,020 to be paid in advance as one installment

The update course is offered for free for UAE nationals

Update course fees is reduced to AED 720 Until further notice

## DTGU PROGRAMME STAGES

- **Welcome:** Read carefully all the guidelines
- **Stage 1 - Dubai Way programme:** an e-learning and engagement platform for anyone in Dubai who interacts with a tourist as part of their job.
- **Stage 2 - Knowledge assessment:** An online entrance test will be conducted by our facilitator to evaluate the suitability of an applicant for admission to tour guide training. The entrance test covers online written test
- **Stage 3 - Skills development and assessment:** an e-learning platform aims to enhance a learner's tour guiding skills through videos, activities and assessments.

## ASSESSMENT RETAKE CHANCES AND FEES

- **Dubai Way Final Assessment:**

4 attempts allowed, retake fees if **80%** or more in grades was not achieved = AED 375

- **Knowledge assessment:**

2 attempts allowed, retake fees if **75%** or more in grades was not achieved = AED 220

- **Skills Development assessment:**

3 attempts are allowed, retake fees if **85%** or more in grades was not achieved = AED 220

**Important Notes:**

- Retake assessment attempt is unlimited; fees will apply for each retake
- Retake fees is applicable for all candidate nationals and non-nationals

## CERTIFICATION AND LICENSE

Upon successful completion of all requirements and assessments of the course tour guides will receive:

- An electronic completion certificate of the respective training course
- Electronic Tour guide license, valid for two years. (Note: The tour guide must print and wear the tour guide license in a badge during duty time)

Notes:

- It is mandatory to complete the feedback form in order to received your electronic certificate and license.
- New license issue date will depend on course completion date not the old license expiry date
- Tour guides must work under a tourism company, it is not allowed for tour guides to offer guiding services directly to customers.

[TGTMS](#)[CONTACT US](#)[ABOUT US](#)[CREATE NEW ACCOUNT](#)[FAQ'S](#)[MY COU](#)

Your name (required)

Email address (required)

Subject (required)

Course Name (required)

✓ Please select...

Safari Driver Course

Tour Guide Course

Send

Contact Center:

TELEPOHNE

+971 600555559

WORKING HOURS

Saturday-Thursday  
8:00 AM - 8:00 PM

LANGUAGES

Arabic

English

For inquiries you can go to “contact us” on the website and fill the form, our team will get back to you and support you.

# THANK YOU

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حكومة دبي

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