



GOVERNMENT OF DUBAI



للاقتصاد والسياحة  
Economy and Tourism

## DUBAI TOUR GUIDE LICENSE OBTAINING - GUIDE

(DTGP - ENGLISH)

## COURSE JOINING CRITERIA

To join Dubai Tour Guide Program - English (DTGP) you have to:

- Be at least 18 years old or above
- Have at least graduated from High School
- English communication skills
- First aid certificate obtained from UAE
- NOC letter from your sponsor

Note: More details are provided in required documents slide



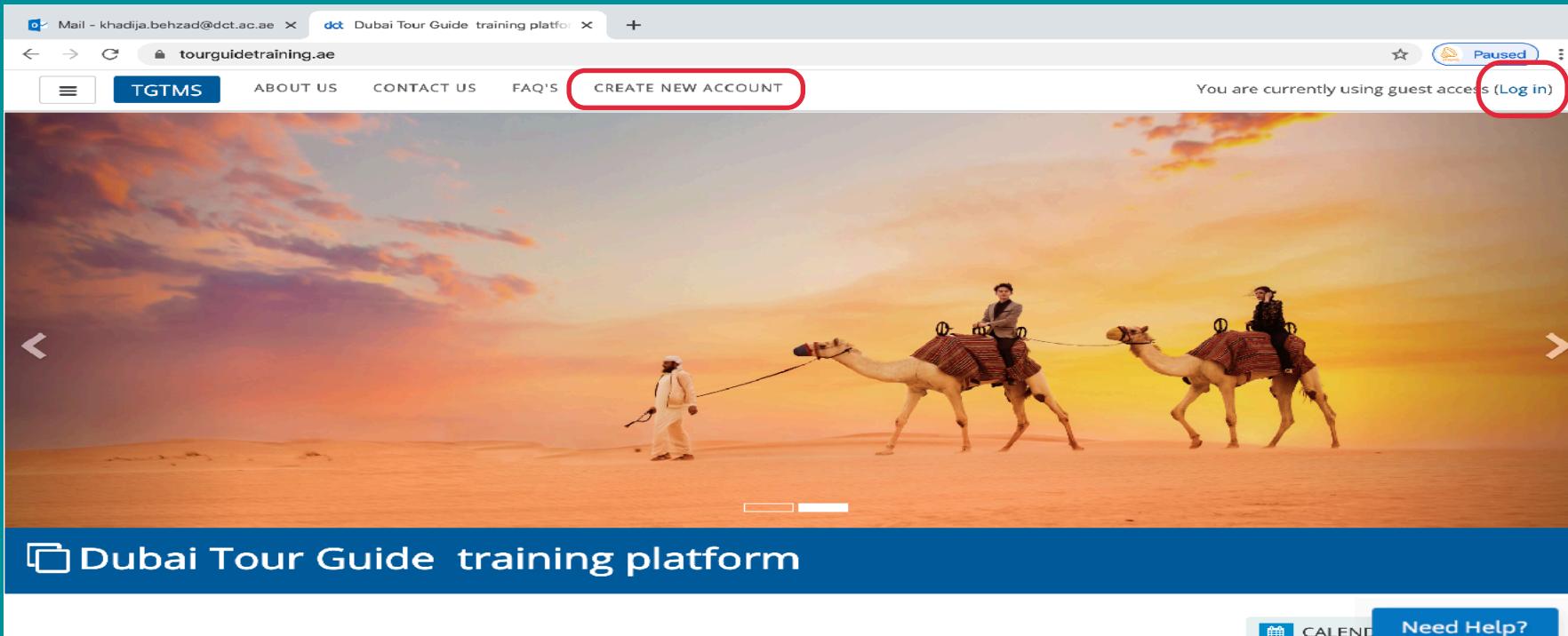
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## CREATING / ACCESSING ACCOUNT

- 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 DTGP

- Click on Dubai Tour Guide Program



Dubai Tour Guide  
Programme - DTGP

# 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.

 [Upload Your Documents](#)

- Arrange all the required documents in **one PDF file**
- List of required documents is provided in the next two slides

## LIST OF REQUIRED DOCUMENTS

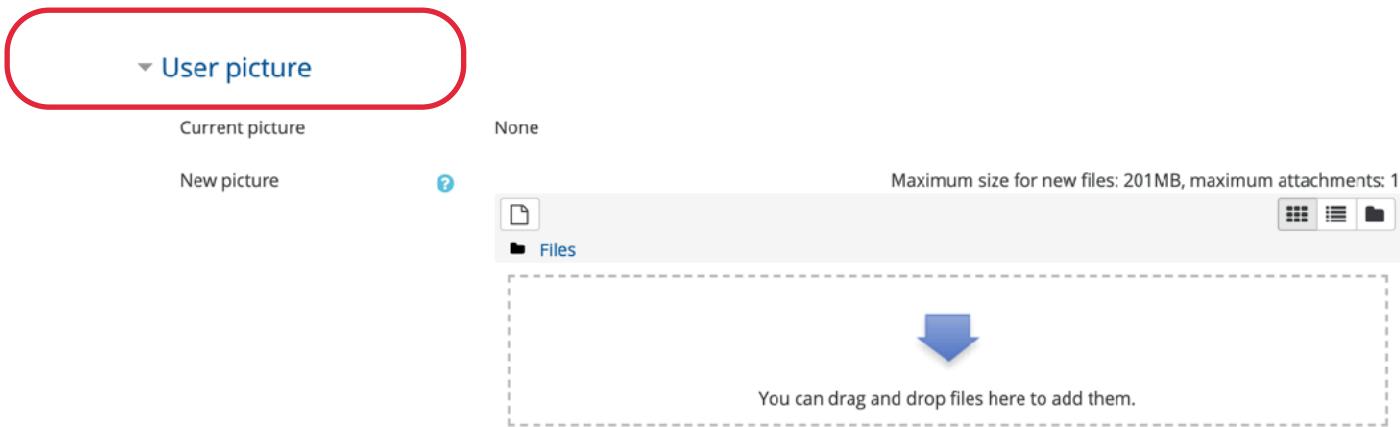
1. Copy of a valid Emirates ID
2. Passport size photo with white background
3. First Aid training certificate (candidates needs to cover the fees of this training to obtain the certificate, check slide # 11 for more information)
4. A valid Dubai Police clearance certificate (candidates needs to cover the fees of this training to obtain the certificate, link: <https://www.dubaipolice.gov.ae/wps/portal/home/services/individualservicescontent/goodconductcertificatecatalog>)
5. Academic certificate of high school 12th grade or higher (International certificates and certificates from all private schools/colleges must be attested even if the university is located in the UAE)

# REQUIRED DOCUMENTS TO SUBMIT TO JOIN DUBAI TOUR GUIDE PROGRAM

- 6. No Objection Certificate letter from sponsor for non-UAE Nationals (template provided in the website)
- **The NOC letter must state the following:**
- “No objection for Mr/Ms..... to attend the tour guide training course and obtain the Dubai Tour Guide License in order to work as a Tour Guide”
- 7. English language certificate from any approved language center in the UAE (minimum score required = Upper Intermediate) or a copy of international English test (IELTS band 4.5, TOEFL (CBT 140 -153, PBT 460 - 477, iBT 48+)

# 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



# OBTAINING FIRST AID CERTIFICATE

## For non-UAE nationals:

- Tour guides who would like to obtain first aid certificate can get our corporate rate from Eurolink Safety center, 04 282 4263, www.eurolinksafety.com

## For UAE nationals:

- The first 5 UAE national graduates each month will receive free first aid training, the below terms and condition apply
  1. This offer is valid until end of **December 2024**
  2. The first aid training needs to be completed within one month as a maximum period after completing the course, candidates who will not complete the training within a month will no longer be given the free seat
  3. In case if no show/last minute cancelation, the tour guide will not be given the opportunity to reschedule the free first aid training

## 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

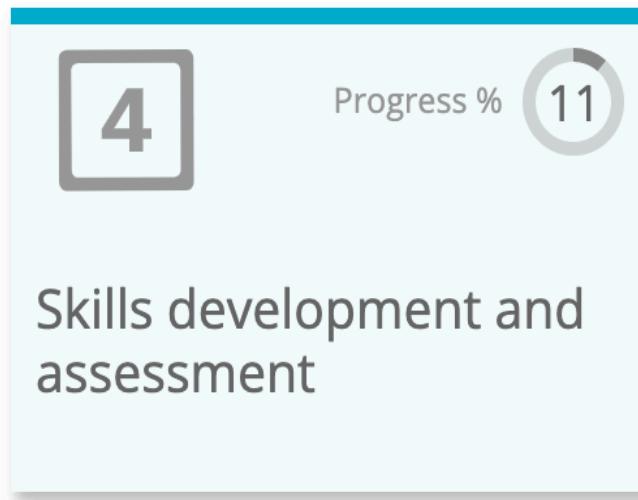
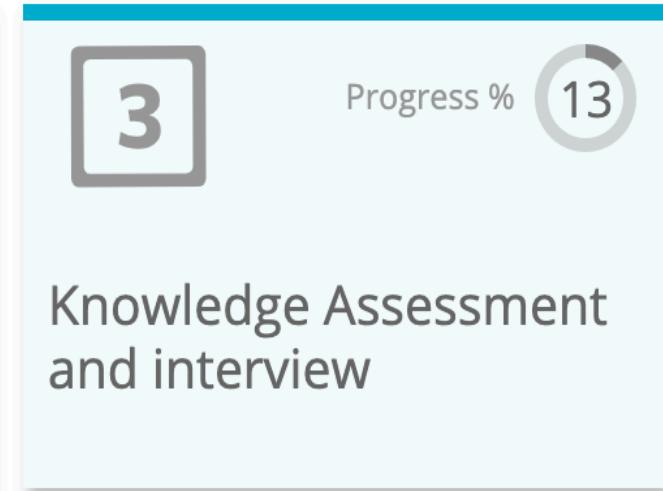
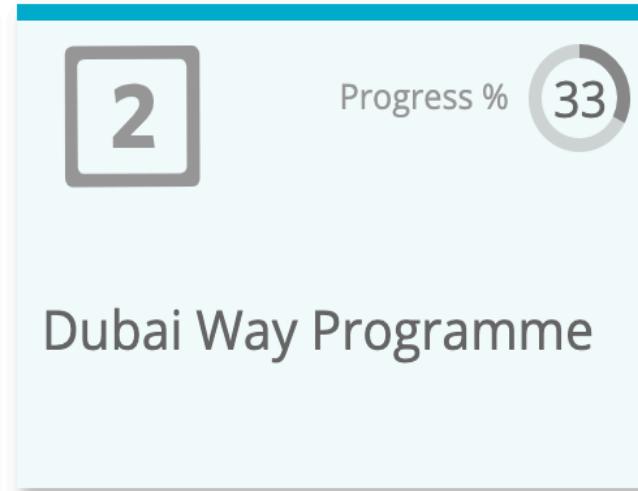
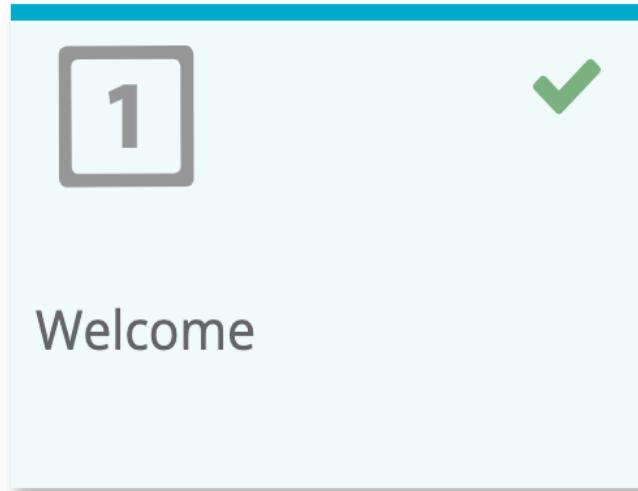
# ACCESSING THE ONLINE TRAINING PROGRAM

- 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 Dubai Tour Guide Programme (DTGP)



Dubai Tour Guide  
Programme - DTGP

## THERE ARE 4 STAGES THAT YOU NEED TO COMPLETE

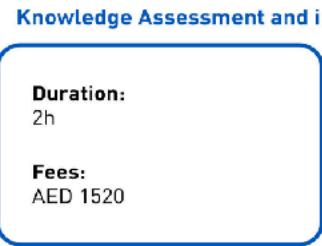
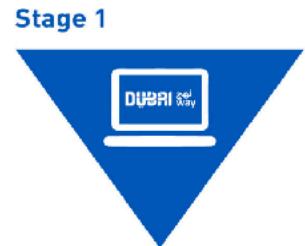


Note: Make sure you read all information provided in step 1 (Welcome)

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

# PROGRAM PAYMENT INFORMATION



- The total cost of the program is AED 7,520 Make course payment
- Payment is divided into 3 installments based on the stages explained in the diagram on the left
- The system will enable the student to make the payment when the previous stage is completed successfully, students needs to complete the payment to access the next stage.
- We are offering **30%** discount on all our courses until further notice, the discount is already applied in the system and will be applicable for all students at the time of the payment.
- The program is free of charge for UAE nationals

# DTGP 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 and Interview:** 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 and one to one interview
- **Stage 3 - Skills development and assessment:** an e-learning platform aims to enhance a learner's tour guiding skills through videos, activities and assessments.
- **Practical assessment:** to assess candidate ability to conduct a bus tour and provide information about different attractions in Dubai.

# 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
- **Interview:** 1 attempt allowed, If not passed retake fees of AED 220 will be applicable
- **Skills Development assessment:** 3 attempts are allowed, retake fees if 85% or more in grades was not achieved = AED 220
- **Practical Assessment:** 1 attempt allowed, If not passed retake fees of AED 220 will be applicable
  - 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 you need to complete course feedback form and after that you will receive:

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

Important Note:

- Your tour guide license must have an **expiry date** on it, if your downloaded license has no expiry date wait for 15 minutes and try to download it again. If the date was still not showing reach us on [dubaitourguide@dct.ac.ae](mailto:dubaitourguide@dct.ac.ae) to avoid facing issuing with inspectors
- Tour guides must work under a tourism company, it is not allowed for tour guides to offer guiding services directly to tourists.

[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, or you can call us or email us directly on:

[dubaitourguide@dct.ac.ae](mailto:dubaitourguide@dct.ac.ae)

04-4032828

# THANK YOU

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حكومة دبي

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DUBAI

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Economy and Tourism