



# Certified Travel Counsellor

## Becoming Certified

**Validates** you have a good understanding of the travel industry by passing the Knowledge Exam

**Validates** your experience in the industry with your 1800 hours of industry experience

**Sets you apart from the competition**



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## Steps to becoming a CTC

**Take pride in your profession!  
YOU deserve to be certified!**

Earning your Certified Travel Counsellor designation is an excellent way to enhance your professionalism in the Travel and Tourism Industry in Canada. Travel Counsellor Certification is endorsed by e-merit in conjunction with the Canadian Tourism Human Resource Council and recognized as a valuable career achievement.

**Travel Counsellor Certification is a four part process:**

**1. Enroll for certification**

Please complete and submit the attached form.

**2. Successfully write and complete a 125 question CTC Knowledge Exam**

Exam content includes: destination information (map work), definitions, general travel product information, reading & interpreting product information and price calculations

**3. Obtain 1800 hours of relevant travel industry experience**

Travel Industry experience can be earned in a number of different ways. It can include actual work place or in office hours, successful completion of travel industry specialist programs, attending a FAM trip, attending a travel related seminar or product launch and participating in online webinars of which there are many offered in the travel industry.

**4. Performance evaluation completion by agency owner / manager**

All steps listed above are mandatory. Representatives of the travel industry have determined what occupational standards items are best assessed by certain methods and all are included in the steps for certification. The steps may be completed in any order – but the recommended order, is as outlined. Experienced counsellors may be completing several steps at the same time.

**SPECIAL RATE FOR ACTA MEMBERS  
TO BECOME CERTIFIED**

**\$225.00\*\* (RATE FOR NON ACTA MEMBERS IS \$375.00)**

**ACTA Members also get a free practice exam of 50 sample exam questions**

**\*\*Regular price for the four step process is \$300.00 when paid in stages as follows:  
Complimentary Enrollment, Exam Fee \$150 and Industry Experience & Evaluation Fee \$150.**  
If you're looking for additional study material, you can purchase the Travel Counsellor Workbook which is quite detailed and offers activities and definitions. This book is available in hard copy format only and costs \$85 plus \$12 shipping plus tax. However, if you're looking for something more basic, you can purchase the downloadable version of the National Occupational Standards (NOS) for Travel Counsellors for \$9.99 plus tax. The NOS is also included in the Workbook.