

Professional Certification Snapshot

| Occupation | Online Learning Option | Knowledge Exam (Paper-based or web-based) (Max. 4 hours) | Work Experience (required prior to Performance Evaluation) | Performance Evaluation | Professional Designation |
|----------------------------|------------------------|--|--|--|--------------------------|
| Banquet Server | | 100 questions | 350 hours work experience | Observation by an incognito evaluator | TCP |
| Bartender | √ | 100 questions | 600 hours work experience | “Mystery guest” on the job observation | TCP |
| Casino Dealer | | 100 questions | Hold a current casino gaming license & at least 6 months/900 qualified hours | “Mystery guest” on the job observation and reference check with candidate’s immediate supervisor | TCP |
| Campground Operator | | 150 questions | Currently working in the occupation and minimum 2 years experience | Interview format (in person or over the phone) | TCM |
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| Casino Slot Attendant | | 100 questions | Current provincial casino gaming license and 3 months/500 hours experience | "Mystery guest" observation and reference check through an interview with supervisor | TCP |
| Event Coordinator | √ | 100 questions | 1500 hours within 3 year period | Case study and skills assessment interview | TCP |
| Event Manager | √ | 100 questions | 1500 hours within 3 year period. Events Co-ordinator exam is required | Skills assessment in-person interview | TCM |
| Food and Beverage Manager | √ | 100 questions | 2 years foodservice experience, 1 year at a supervisory level | Skills assessment interview | TCM |
| Food and Beverage Server | √ | 100 questions | 500 hours work experience | "Mystery guest" on the job observation | TCP |
| Freshwater Angling Guide | | 100 questions | 60 field days with fishing clients or 50 | Evaluator will interview with 3 | TCP |

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| | | | days with fishing clients plus 10 days of related outdoor guiding. Standard First Aid and Basic CPR are required | previous clients | |
| Front Desk Agent | √ | 100 questions | 1000 hours work experience | “Mystery guest” on the job observation | TCP |
| Guest Services Attendant | | 100 questions | Minimum 600 hours work experience | “Mystery guest” on the job observation | TCP |
| Heritage Interpreter | √ | 100 questions | 900 hours on the job experience. First Aid, CPR and Interpretive training workshop (recommended) | On-site observation and interview | TCP |
| Housekeeping Room Attendant | √ | 100 questions | 500 hours work experience | On the job performance evaluation | TCP |

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| Hunting Guide | | 100 questions | 60 field days with hunting clients or 50 days with hunting clients and 10 days of related outdoor guiding | Evaluator will interview previous clients | TCP |
| Line Cook | | 100 questions | 6 months or 600 hours work experience | On-site observation & structured reference check with candidate's supervisor | TCP |
| Reservation Sales Agent | √ | 100 questions | 500 hours work experience | Portfolio assignment, "mystery call" & onsite observation/interview | TCP |
| Retail Sales Associate | | 100 questions | 600 hours work experience | "Mystery guest" on the job observation | TCP |
| Sales Manager | √ | 100 questions | 1 year sales experience in tourism industry | Skills assessment interview | TCP |
| Supervisor | | 100 questions | 3000 hours over 2 | On-site observation | TCS |

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| | √ | | consecutive years of tourism experience with a minimum of 6 months or 500 hours at supervisory level | interview, reflective review, case study and portfolio assignment | |
| Taxicab and Limousine Driver | | 100 questions | 6 months/600 hours working as a Taxicab or Limousine Driver CPR, First Aid and Defensive driving (recommended) | “Mystery guest” observation | TCP |
| Tour Director | | 100 questions | Completed minimum 4 tours over minimum 28 days | On-site evaluation and interview | TCP |
| Tourism Essentials (Only knowledge exam and Certificate of Completion) | √ | 80 questions | 30 hours work experience | N/A | N/A |
| Tour Guide | | 100 questions | 15 tours or 60 hours. Professional | “Mystery guest” on the job observation | TCP |

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| | | | development, CPR and First aid (recommended) | | |
| Tourism Trainer | | 100 questions | 1500 hours or 2 years tourism experience and 120 hours of training experience | Case study and on-site evaluation (observed delivering a program) | TCS |
| Travel Counsellor (Professional Certification through Canadian Institute of Travel Counsellors or CITC) | | 100 questions | 1000 hours work experience | Telephone calls by "mystery guest", in-person observation/interview session, review of recorded telephone conversations and review of internet transactions | TCP |
| Tourism Visitor Information Counsellor | √ | 100 questions | 400 hours work experience | "Mystery guest" evaluation and structured interview | TCP |
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| Wine Server | | 150 questions | 500 hours work experience with wine. Food and Beverage Server exam is a pre-requisite | "Mystery guest" evaluation and observation of skills during a subsequent meeting | TCP |
| Workplace Trainer (Only knowledge exam and Certificate of Completion) | | 100 questions | N/A | N/A | N/A |