

Updates to TICO's Educations Standards Program

TICO will launch an updated study manual for both the Travel Counsellor and Supervisor/Manager certifications in February 2022. Effective Monday, February 28, 2022, TICO exams will be based on the newly revised study manual.

Currently enrolled students will have until Sunday, February 27, 2022 to complete their exam(s) based on the current study manual.

Why is TICO making changes to the study manual and exams?

As the travel industry continues to evolve, TICO is enhancing the education program for individuals aspiring to become Travel Counsellors and Supervisors/Managers.

In February 2022, TICO will launch an updated study manual. On Monday, February 28, 2022, updated exams will launch for both the Travel Counsellor and Supervisor/Manager certifications.

In the future, TICO will launch new, fully interactive online education and continuing education programs that have a strong focus on having students apply the program's regulatory content.

Enhancing the education program will strengthen travel professionals' knowledge as they enter the industry, which in turn will benefit the consumers they guide in their travel purchases.

What is new in the study manual?

The new study manual is a digital flipbook and features updated content that reflects significant changes to the legislation and regulations that govern Ontario's travel industry. The new manual is similar in length and structure to the current manual.

The new study manual is organized in the following sections:

Travel Counsellor

- Chapter 1: Introduction to the Education Standards Program
- Chapter 2: Ontario's Travel Industry Act, 2002
- Chapter 3: TICO's Role in the Travel Industry
- Chapter 4: Registrant Obligations – Before the Sale
- Chapter 5: Registrant Obligations – After the Sale and Before Customer Travels
- Chapter 6: Ontario Travel Industry Compensation Fund

Supervisor/Manager

- Chapter 7: Registration Requirements
- Chapter 8: Financial and Record-Keeping Requirements
- Chapter 9: Complaints
- Chapter 10: Investigations and Offences

What is new in the exams?

The new exams will test students' knowledge of the content in the updated study manual.

The structure of the exams will remain the same, with 50 multiple choice questions in the Travel Counsellor exam and 35 multiple choice questions in the Supervisor/Manager exam.

Is the price for the exams changing?

No, the price to complete the exams is not changing.

Travel Counsellor exam - \$35

Supervisor/Manager exam - \$35

Travel Counsellor exam and Supervisor/Manager exam purchased together - \$50

What about individuals who are already studying with the existing manual?

To complete an exam based on the current study manual, students must take the exam by Sunday, February 27, 2022. After this date, only the new exams will be available.

What if a student doesn't pass their exam prior to the deadline? Can they still do a re-write?

If a student is taking an exam based on the current manual, any re-writes must be completed by Sunday, February 27, 2022. We encourage students to not wait until the last minute to attempt their exam, should a re-write be needed. Students must wait 14 days for a first re-write attempt and one month for each subsequent attempt.

NOTE: After the February 27, 2022 deadline, only the new exam will be available, based on the content in the new study manual.

What if a student purchased the combination exam and only completes the Travel Counsellor portion before the February 27, 2022 deadline?

The completed Travel Counsellor exam will be logged in Oliver's online system. After the February 27, 2022 deadline, students will be required to complete the new Supervisor/Manager exam, based on the new study manual. Students will automatically have access to the new manual in their Oliver's account.

Will students still have 6 months to complete their exam(s)?

Anyone who registers for the TICO Education Standards Program is given six months from the date of registration to complete their exam(s). To help with the transition to the new study manual and exam, TICO will automatically extend the program registration to Monday, August 29, 2022 for all students who have registered since September 1, 2021 and have not yet written their exam.

What if a student requires accessibility accommodation?

The new study manual is designed to be reviewed and studied online. Students who require accessibility accommodation may contact Oliver's directly. Please call 1.800.238.0377 or email support@oliverslearning.com.

What if I have questions?

Please contact Oliver's directly at 1.800.238.0377 or email support@oliverslearning.com.