GSTC MEMBER

Rosie Travel Group

ACCESSIBLE FIJI.COM

ACCESSIBLE AND INCLUSIVE TRAINING WORKSHOP FOR FIJI



Delivered in collaboration with Global Sustainable Tourism Council and Rosie Travel Group



Martin Heng
GSTC Inclusive Travel Trainer



Chris Veitch
Inclusive Tourism Consultant



Jane Cooper
Managing Director, Access & Inclusion UK



Elias Lebbos
CEO, Travellers Aid Australia

Tourism professionals across Fiji are invited to participate in a three-day training workshop focused on creating more accessible, inclusive, and welcoming travel experiences.

The programme will be facilitated by Mr Martin Heng, GSTC Inclusive Travel Trainer, with contributions from international accessibility and inclusive tourism specialists.

Participants will gain practical knowledge in accessible tourism, inclusive customer service, and improving travel experiences for people of all abilities.

The workshop fee includes: Morning tea, lunch, afternoon tea, training materials, a familiarization site visit and a GSTC Certificate of Completion.

$475 per participant

REGISTRATIONS ARE NOW OPEN

23rd – 25th September 2026

Tanoa International Hotel (Talei Room)

Learn more about:

Accessible Fiji: https://accessiblefiji.com | **GSTC:** https://www.gstc.org

TRAINING WORKSHOP INFORMATION PACK

GSTC Accessible & Inclusive Travel Training

In conjunction with Rosie Travel Group, the Global Sustainable Tourism Council (GSTC) and the Market Development Facility (MDF)

FOR THE ATTENTION OF: General Managers & Human Resources Managers

ACTION REQUIRED: Please nominate staff to attend and confirm via the RSVP details on page 5. Places are limited and offered on a Rosie Academy-registered training programme.

Dates	23rd – 25th September 2026
Location	Tanoa International Hotel, Nadi (Talei Room)
Duration	2.5 days (Days 1–2: Training | Half-Day: Familiarisation visit)
Capacity	Registration is on a first-come, first-served basis. Places are limited.
Audience	Frontline & customer service staff, hotel/resort associates, tour operators & guides, tourism policy/government stakeholders, executives, line managers & decision-makers
Cost	FJ$475.00 per person
Certificate	Rosie Travel Group & GSTC Certificate of Completion
Partners	Global Sustainable Tourism Council (GSTC) and the Market Development Facility (MDF), an Australian-supported market development initiative
Provider	Rosie Academy — a Registered Training Provider recognised by Fiji National University (FNU)
RSVP deadline	[Insert RSVP date]

What's Included

- Overseas consultant / resource person
- Overseas guest speakers
- Training manual
- Stationery, mints & water
- Certificate of Participation
- Morning tea refreshments & lunch

FNU Grant claimable. Rosie Academy is a Registered Training Provider recognised by Fiji National University.

Why This Training Matters

Accessibility is no longer optional for tourism. Elderly travellers, disabled travellers, and those with temporary or vulnerable needs make up a growing share of every market Fiji depends on. This training gives frontline and decision-making staff the tools to serve them well — and gives Fiji a head start as a Pacific leader in inclusive travel.

Participants learn how to identify barriers, communicate respectfully, and adapt everyday processes — from check-in to check-out — for guests with a wide range of access needs. A dedicated site visit day also takes attendees to leading companies at the forefront of accessible and inclusive travel in Fiji.

Who Should Attend

Built for the whole traveller journey — we recommend nominating staff from the following groups:

- Frontline and customer service associates
- Hotel & resort associates
- Tour operators & guides
- Tourism policy & government stakeholders
- Executive managers, line managers & decision-makers — the decisions that shape an inclusive, future-ready tourism business are made at the top

This is a 2.5-day, in-person, Nadi-based programme — please nominate staff who can commit to Days 1–2 in full, plus the half-day familiarisation visit.

Programme — 2.5 Days, One Continuous Journey

Days 1 and 2 build understanding and practical skill; the half-day familiarisation visit takes that learning into the field.

Day	Focus
Day 1 — 23 Sep	Foundations of Accessible & Inclusive Travel: understanding disability, ageing and vulnerability in a travel context; the guest experience from arrival to departure; language, attitude and everyday barriers.
Day 2 — 24 Sep	Applying the Standards: working with GSTC criteria for accessible tourism; auditing your own property or service; building an action plan you can put into practice immediately.
Day 3 — 25 Sep	Site Visit & Familiarisation: on-site visits to partners that take pride in accessible and inclusive travel, including aviation and hospitality stakeholders.

Day 1 opens with an official launch, and Day 2 closes with certificate presentation — GMs and HR may wish to note the protocol elements below when briefing nominated staff on dress code and punctuality.

Detailed Agenda — Day 1 (23 September)

Time	Official Program	Details
7:00 – 8:00	Registration opens	
8:00 – 8:15	Call to order	*All participants and guests to be seated awaiting the chief guest*
8:15 – 8:20	Welcome remarks by Master of Ceremony	*MC: Ilaitia Bakani (Accessible Fiji Team)*
8:20 – 8:30	Opening remarks	*Managing Director, Rosie Travel Group — Mr Tony Whitton*
8:30 – 8:50	Official launch of the training	*Chief Guest: The Hon. Deputy Prime Minister & Minister for Tourism and Civil Aviation, Mr Viliame Gavoka*
8:55 – 9:00	Photo session	
Time	**Morning Session 1**	**Learning Goals**
9:00 – 10:30	Sustainable Tourism Overview: definitions & principles of sustainable tourism, current trends and the business case; introduction to GSTC and the GSTC Standards; market size & opportunity, dispelling the “niche” myth.	*Understand the role of GSTC and the GSTC Standards; discuss sustainability trends; recognise accessible travel as a significant, growing market.*
10:30 – 11:00	**Coffee & Tea Break**	
Time	**Morning Session 2**	**Learning Goals**
11:00 – 12:30	Introduction from Martin Heng; the Convention on the Rights of Persons with Disabilities & its link to the UN SDGs; portrait of accessible travellers, looking beyond disability.	*Understand the rights of persons with disabilities; see accessibility as broader than disability alone.*
12:30 – 13:30	**Lunch Break**	
Time	**Afternoon Session 1**	**Learning Goals**
13:30 – 15:00	Guest speakers: Chris Veitch and Jane Cooper, Access & Inclusion UK	
15:00 – 15:30	**Coffee & Tea Break**	
Time	**Afternoon Session 2**	**Learning Goals**
15:30 – 16:30	Putting it into practice: preferences & behaviours of accessible travellers; importance of accessibility information for travellers.	*Understand how to deliver accessible, inclusive experiences using information, etiquette and best-practice guidelines.*
16:30 – 17:00	**Day 1 summary and wrap-up**	

Detailed Agenda — Day 2 (24 September)

8:00 – 8:30	**Day 1 recap and Day 2 introduction**	
Time	**Morning Session 1**	**Learning Goals**
8:30 – 9:30	GSTC/UNWTO guidelines in practice; practising good disability etiquette.	*Learn how to apply disability etiquette and use GSTC & UNWTO guidelines to improve accessible tourism service delivery.*
9:30 – 10:00	**Coffee Break**	
Time	**Morning Session 2**	**Learning Goals**
10:00 – 12:30	Accessibility information: the key to enabling travel; best-practice examples from leading DMOs and individual businesses; how businesses communicate accessibility effectively; why accurate accessibility information is critical.	*Understand the pivotal role of accessibility information in enabling travel, and learn from best-practice DMO and business examples.*
12:30 – 13:30	**Lunch Break**	
Time	**Afternoon Session 1**	**Learning Goals**
13:30 – 14:20	Guest speaker: Elias Lebbos, CEO, Travellers Aid Australia	*Learn the best practices.*
Time	**Afternoon Session 2**	**Learning Goals**
14:20 – 15:00	From Compliance to Opportunity: building your action plan	*Create a practical, step-by-step accessible tourism action plan tailored to your business or destination.*
Time	**Afternoon Session 3**	**Learning Goals**
15:00 – 16:00	Group activity	*Exchange ideas with peers and leave with a concrete, implementable plan for accessible & inclusive tourism.*
Time	**Official Program**	**Details**
16:00 – 17:00	End of programme | Certification	*Closing remarks by the Australian High Commissioner; certificate presentation; photo session.*
17:00	**End of day — refreshments & afternoon tea**	

**Please note: details of the training agenda may be subject to change.*

How It's Delivered

- Facilitator-led — delivered face-to-face by experienced GSTC and Rosie Travel Group facilitators, not a self-paced course
- Interactive — discussion, scenario work and small-group exercises drawn from real Fiji tourism situations
- On-site — a full day in the field with aviation and hospitality stakeholders, seeing accessibility processes first-hand
- Certified — successful completion is formally recognised, with a pathway to further GSTC accreditation

What Attendees Gain

- Certificate of completion, issued jointly by Rosie Travel Group and GSTC
- A step toward GSTC accreditation, as part of the pathway to Fiji becoming a Pacific-region GSTC certifying body
- A practical action plan — a concrete, self-assessed plan to make their own property or service more accessible
- First-hand industry insight from the guided site visit with tourism frontliners
- The chance to contribute to a stronger, more welcoming Fiji as a regional leader in accessible and sustainable tourism
- A shared network — joining a cohort of aviation, hospitality and tourism professionals working toward the same goal

Facilitators

This training is led by practitioners and experts in the field:

- Martin Heng — Lead Facilitator, Global Sustainable Tourism Council. A global specialist in accessible and inclusive tourism, facilitating on behalf of GSTC and bringing international standards and case experience to a Fiji-specific context.
- Chris Veitch — Inclusive Tourism Consultant. A specialist in accessible tourism and quality, helping destinations and businesses embed inclusive practice across the visitor experience.
- Jane Cooper — Managing Director, Access & Inclusion UK. A highly experienced access consultant, training and development, and business improvement professional with a comprehensive understanding of accessibility across the visitor journey.
- Elias Lebbos — CEO, Travellers Aid Australia. CEO of Travellers Aid, a not-for-profit charity established in 1916 with the principal purpose of enabling people with mobility challenges to connect, engage and participate in everyday journeys.

Logistics

- Venue: Tanoa International Hotel(Talei Room)
- Programme delivered by Rosie Academy, a Registered Training Provider recognised by Fiji National University (FNU)
- Fee: FJ$475.00 per person — FNU Grant Funding is claimable, so please check your property's eligibility
- Please advise any accessibility or dietary requirements at the time of RSVP
- A Certificate of Completion will be issued jointly by Rosie Travel Group and GSTC to each participant

How to Nominate Staff

Registration is now open. To secure your property's places, please:

- Confirm the names and roles of your nominated attendees
- Confirm whether the FJ$475.00 per-person fee will be covered by your property or claimed via FNU Grant Funding
- Advise any accessibility or dietary requirements for your nominees
- Submit your RSVP by [insert RSVP date] to the contact below

Payment terms: Your organisation will be invoiced automatically on submission, with full payment due within seven (7) days of the invoice date in order to confirm your registration.

RSVP contact	[Insert name] — [Insert title]
Email	[Insert email address]
Phone	[Insert phone number]

We look forward to welcoming your team and working together to make Fiji a truly accessible destination for every guest.