

Providers of Quality Education – Course Listing

04/09/12

Below is a list of CITC Approved educational events. The events may be offered on an on-going basis or as a one-time event. Other events may not be listed, but may appear in travel trade magazines or as an invitation to your travel agency. For detailed information on course dates, times, costs, etc., you must contact the company representative indicated on the list below. CITC does not have this information.

*Note: courses listed in **blue** denote Management Level approvals.*

Training Provider	Name of Training Event	# of Credits	Provider Contact Person	Contact Information
Adventure Center 44 White Elm Rd Barrie, On, L4N 0E5	<ul style="list-style-type: none"> CATS (Certified Adventure Travel Specialist) 	6	Bob Ruttan	T: (888) 456 3522 E: bob@adventurecenter.com
AIR MILES® Reward Program 600 - 438 University Avenue Toronto, Ontario M5G 2L1 <i>(Available to AIR MILES® Reward Program Employees only)</i>	<ul style="list-style-type: none"> Travel Industry Training Travel Sales Vacation Sales Introduction to Selling AMTI AMTI Product Knowledge AMTI Except. Selling Skills Customer Care Spec. 	9 24 24 3 3 3 24	Justin Singh	T: (416) 552-2108 F: (416) 733-1993 E: JSingh@loyalty.com
Arizona Office of Tourism 1110 West Washington St. #155 Phoenix, AZ 85020	<ul style="list-style-type: none"> Arizona Accreditation Program 	2	Jennifer Sutcliffe	T : (602) 364-3693 F : (602) 364-3703 E : jsutcliffe@azot.gov
BCAA Travel 4567 Canada Way Burnaby, BC V5G 4T1 <i>(Avail. To BCAA Employees Only)</i>	<ul style="list-style-type: none"> TMS3, BCAA & Me Inc. TMS 4 Advanced Total Member Satisfaction 	12 9 12	Stella Cooper	T: (604) 268-5171 F: (604) 268-5564 E: stella.cooper@bcaa.bc.ca
Barbados Tourism Authority 1010 - 105 Adelaide St West Toronto, ON M5H 1P9	<ul style="list-style-type: none"> Barbados ELITE Club 	4		T: (888) 411-8772 E: barbadoseliteclub@visitbarbados.org W: www.barbadoseliteclub.ca

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CITC #406 - 505 Consumers Road Toronto, ON M2J 4V8	<p>Management Courses</p> <ul style="list-style-type: none"> • HR Management 12 • Bus. Writing Skills 12 • Empl. Training & Dev. 12 <p>(Lifestyle Specialist) [Effective: July 1,2007]</p> <ul style="list-style-type: none"> • Accessible Travel 6 • Honeymoon & Weddings 6 • Golf 6 • Spa 6 • Gay & Lesbian Travel 6 • Luxury Travel 6 • Adventure Travel 6 • Skiing 6 <p>Teleseminars for 2008</p> <ul style="list-style-type: none"> • Reciprocal Selling! 1 • Generating Niche Market Sales 1 • Successfully Working from Home 1 		Ruby Shepherd	T: (800) 589-5776 T: (416) 484-4450 F: (416) 484-4140 E: publications@citc.ca
CLIA 910 SE 17th Street, Suite 400 Fort Lauderdale, FL 33316	<ul style="list-style-type: none"> • Building Client Loyalty 2 • Building a Smart Bus. Plan 3 • Choosing Champions 3 • Creating a Cruise Marketing Plan 3 • Cruise Vacations 3 • Cruising – The Ultimate Incentive 3 • Cruising - Knowing the World You Sell 3 • Customer Relationship Management Made Easy 3 		Bernie Blomquist	T: (754) 224--2200 F: (754) 224-2250 E: bblomquist@cruising.org W: www.cruising.org

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CLIA 910 SE 17th Street, Suite 400 Fort Lauderdale, FL 33316	<ul style="list-style-type: none"> • Direct Mail That Sells 3 • Effective Presentation Skills 3 • Group Sales Made Easy 3 • Local PR Techniques 3 • Managing Your Time Eff. 3 • Negotiating to Win (Mgmt) 3 • Power Selling Techniques 3 • Principles of Prof. Selling 3 • Prof. Selling Skills 2 • Psychology of Selling 3 • Relationship Management 2 • Selling to Special Interests/Niche Markets 3 • Special Interest Marketing 2 • Understanding Groups 2 • Understanding the Luxury Market! 3 • Who Are You? An Exploration of Your Abilities, Skills & Strengths 3 • Delivering Great Customer Service 2 • Better Listening Skills for Better Business 3 • Getting Connected: A Primer on Social Media Networking 2 • Selling Successful Across Cultures 2 		Bernie Blomquist	T: (754) 224--2200 F: (754) 224-2250 E: bblomquist@cruising.org W: www.cruising.org
Canadian Centre for Skills Development operates Travel College Canada #201 – 16 Spadina Road Toronto, ON M5R 2S7	International Tourism Mgmt. Program <ul style="list-style-type: none"> • Financial Mgmt. 18 • Human Resources Mgmt. 18 • Marketing, Advertising & Sales 18 • How to Start a Small Business 18 		Louise Blazik CTM	T: (416) 481-2265 F: (416) 487-5428 E: info@travelcollege.ca W: www.travelcollege.ca

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Destination Ventures 30 SW Taft Street Bend, Oregon USA 97702	<ul style="list-style-type: none"> • Cancun Travel Institute (Distance Learning) 12 • Magic of Mexico 6 • Acapulco Academy 2 • Puerto Vallarta 2 • Ixtapa/Zihuatanejo 2 • Los Cabos 2 • Maztlan 2 • Cozumel 2 • Yucatan Holidays 2 • Villa Group Hotels 2 • Pueblo Bonito Hotel 2 • Peru Agent 3 • Destination Specialist Chile 3 		Jane Custer	T: (541) 385-4923 F: (541) 385-4908 E: jane@destinationventures.com W: www.magicofmexico.com (all our Mexico courses are here) www.peruagent.com www.dschile.com
etfs 73 Queen Street Sherbrooke, QC J1M 0C9	<ul style="list-style-type: none"> • Away From Home Refresher 2 • Away From Home - Product Only 3 • Away From Home <i>(Only Avail. to CAA Employees)</i> 6 		Debby Austin	T: 1-877-881-7411 ext 2265 E: debby.austin@erfsinc.com W: www.etfsinc.com
Fairmont Raffles Hotels International (Corporate Office) #1600 – 100 Wellington Street W. Toronto, ON M5K 1B7	<ul style="list-style-type: none"> • Famous Agents 1 		Nicole Bellefleur	T: (902) 566-4161 F: (416) 874-2952 E: nicole.bellefleur@frhi.com W: www.frhi.com/famousagents
Foreign Affairs and International Trade Canada Lester B. Pearson Building 125 Sussex Drive (CLS) Ottawa, ON K1A 0G2	<ul style="list-style-type: none"> • Safe Travel Planner for Travel Counsellors 4 		Sylvie Fafard	T: (613) 944-5976 F: (613) 996-2157 E: sylvie.fafard@international.gc.ca

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Globetrek Travel Insurance 73 Queen Street West Sherbrooke, QC J1M 0C9	<ul style="list-style-type: none"> Globetrek Approved Sales Training 	3	Debby Austin	T: (800) 465-8602 F: (819) 566-8915 E: debby.austin@etfsinc.com
Holland America Line Inc. 300 Elliott Avenue West Seattle, WA USA 98119	<ul style="list-style-type: none"> Holland America Academy Workbook (Online) 	12	Annie Woodward	T: (206) 281-0519 F: (206) 281-0620 E: dfields@HollandAmerica.com awoodward@HollandAmerica.com
IATA 800 Place Victoria, Box 113 Montreal, QC H4Z 1M1	<ul style="list-style-type: none"> BSP Essentials 	18	Hugh Best	T: (514) 874-0202 F: (514) 874-9043 E: besth@iata.org
Insight Vacations 33 Kern Rd Toronto, ON M3B 1S9	<ul style="list-style-type: none"> Insight Vacations Tour Specialist 	1	Nancy Green	T: (416) 482-2116 T: (416) 482-4307 E: nancy.green@insightvacations.com
Kenya Tourist Board 6442 City West Parkway Minneapolis, MN 55344	<ul style="list-style-type: none"> KATS (Kenya Authorized Travel Specialist) Program Master KATS Program 	6 9	Barbara Finn Alicia Mariani	T: (952) 914-6703 F: (952) 914-6946 E: barb@voxtm.ca , alicia@voxtm.ca

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Marriott International 10400 Fernwood, Dept. 55/957.71 Bethesda, MD 20817	<ul style="list-style-type: none"> • Hotel Excellence! 	6	Lori Obert	T: (301) 380-7790 F: (301) 380-1811 E: lori.obert@marriott.com
Princess Cruises 24305 Town Center Drive Santa Clarita, CA 91355 Tel: 1-800-699-1936 Fax: 1-877-280-9742 Email: inslccs@rbc.com	Princess Cruises <ul style="list-style-type: none"> • First Officer (Level 1) • Staff Captain (Level 2) • Captain (Level 3) • Commodore (Level 4) Cunard Cruise Lines <ul style="list-style-type: none"> • First Officer (Level 1) • Staff Captain (Level 2) • Captain (Level 3) • Commodore (Level 4) 	3 4 4 4	Richard Forgham	T: (661) 284-4302 F: (661) 284-4744 E: rforgham@princesscruises.com W: www.princess.com
Puerto Rico Tourism Company 6-295 Queen Street E., Suite 465 Brampton, ON L6W 4S6	<ul style="list-style-type: none"> • Go to Puerto Rico • Puerto Rico Travel Expert Campus 	3 9	Sunny Montgomery	T: (416) 368-2680 F: (416) 368-5350 E: msunny@prtourismcanada.com
RBC Insurance Company of Canada 6880 Financial Drive, Tower 1 - 7th flr. Mississauga, ON L9T 0R6	<ul style="list-style-type: none"> • RBC Travel Insurance Training (Product & Sales) 	3	Sandy Prokop	T: (800) 699-1936 F: (877) 280-9742 E: inslccs@rbc.com
RBC Insurance Company of Canada 6880 Financial Drive, Tower 1 - 7th flr. Mississauga, ON L9T 0R6	<ul style="list-style-type: none"> • Online Learning Reference Tool 	12	Sandy Prokop	T: (800) 699-1936 F: (877) 280-9742 E: inslccs@rbc.com

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Recommend Magazine 5979 NW 151 st St., Suite 120 Miami Lakes, FL 33014 USA	<ul style="list-style-type: none"> • Panama Specialist Program 	2	Jennifer Pichaco	T: 305-828-0123 F: 305-828-0799 E: jennifer@recommend.com
Rockhurst University Continuing Education Center, Inc 6901 West 63 rd Street Shawnee, KS 66202-4007 USA	<ul style="list-style-type: none"> • Coaching for Performance • Fifty Ways to Become a More Effective Leader 	1 6	Amanda Huie	T: (913) 236-0754 F: (913) 384-1169 E: abhuie@natsem.com
Royal Scenic Holidays #211 - 7100 Woodbine Avenue Markham, ON L3R 5J2	<ul style="list-style-type: none"> • Certified Asia Specialist 	12	Harold Ho	T: (905) 946-2228 x 250 F: (905) 946-2227 E: harold.ho@royalscenic.com W: www.royalscenicholidays.com
SeaWorld Parks & Entertainment 21 Burkebrook Place, Suite 604 Toronto, ON M4G 0A2	<ul style="list-style-type: none"> • SeaWorld Parks & Entertainment Travel Academy 	6	Randy Anger	T: (416) 483-9410 E: randy.anger@seaworld.com
Seabourn 300 Elliott Ave West Seattle, WA 98119	<ul style="list-style-type: none"> • Seabourn Academy (Online travel agent training program) 	12		E: seabournacademy@seabourn.com W: http://seabourn.theacadmey.com
SMP Training Co. 440 West 6 th Street North Vancouver, BC V7M 1K9	<ul style="list-style-type: none"> • Power-90! - E-Power! • Go for Groups! • Travel Counsellor Power – 90! 	3 3 3	Steve Crowhurst CTC	T: (604) 983-8011 F: (604) 677-5656 E: trainingideas4u@telus.net

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Sunquest/Holiday House 75 Eglinton Avenue East Toronto, ON M4P 3A4	<ul style="list-style-type: none"> Webinar Trainings 	1	Christine Chilton	T: (416) 485 1700 x6506 F: (416) 485-3509 E: christine.chilton@thomascookgroup.ca
Switzerland Tourism 926 The East Mall Etobicoke, ON M9B 6K1	<ul style="list-style-type: none"> Switzerland Network (Home Study Program) Switzerland Network (Trip Components) 	6 6	Mirko Capodanno	T: (416) 695-2605 F: (416) 695-2774 E: mirko.capadanno@switzerland.com W: caen.myswitzerland.com
TPI 2627A Portage Ave Winnipeg, MB R3J 0P7	<ul style="list-style-type: none"> New Associate Training 	18	Rick Lloyd	T : (204) 987-3322 E : ricklloyd@tpi.ca
Tourism Ireland #3403 - 2 Bloor Street West Toronto, ON M4W 3E2	<ul style="list-style-type: none"> Shamrock Club – Ireland’s Agent Specialist Program 	4	Helen Cole	T: (416) 925-6368 F: (416) 925-6033 E: hcole@tourismireland.com
Trafalgar Tours 33 Kern Road Toronto, ON M3B 1S9	<ul style="list-style-type: none"> Trafalgar E-Learning Level 1 Trafalgar E-Learning Level 2 	1 1	Michelle Jones	F: (416) 849-7150 E: michelle.jones@trafalgartours.ca W: www.trafalgartours.ca
Travel Agent Magazine 757 3 rd Ave, 5 th Floor New York, NY 10017	<ul style="list-style-type: none"> St. Kitt’s Specialist Orlando Travel Academy Jamaica Travel Specialist 	1 2 1	Jordan Cronk	F: (212) 895-8262 E: jcronk@questex.com
Travelonly 325 West St., Suite 202 Brantford, ON N3R 3V6	<ul style="list-style-type: none"> Travelonly Academy 	18	Holly McBean	T: (519) 752-4363 F: (519) 752-8334 E: hmcbean@travelonly.net

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Travel Information Network 5145 Timberlea Blvd Mississauga, ON L4W 2S3	<ul style="list-style-type: none"> • Marketing Weddings & Honeymoons • Faith-based Travel • AMAWATERWAYS • Myrtle Beach Area (MBA) • Wales • Sustainable Travel (Cdn) • TripAtlas PRO • Rediscover the Romance • Malaysia • Star Alliance • Superclubs Breezes Cuba 	2 2 2 2 2 2 2 2 2 2 2	Craig Marsh	T: (416) 618-5093 F: (416) 352-1281 E: craig.marsh@yourworkshops.ca W: www.yourworkshops.ca
Travelweek 100 - 282 Richmond St. E Toronto, ON M5A 1P4	<ul style="list-style-type: none"> • Iberostar Hotels & Resorts Specialist • Aston Hotels & Resorts Specialist • Germany Specialist • Grand Wailea Specialist • Sandals Specialist • Bermuda Tourism Learning Centre 	2 1 1 1 2 1	Mike McCreesh	T: (416) 365-1500 F: (416) 365-1504 E: mmcreech@travelweek.ca
Travel Weekly 100 Lighting Way, 2 nd Floor Secaucus, NJ 07094	<ul style="list-style-type: none"> • BVI: Nature's Little Secret Agents 	3	Elizabeth West	T : (732) 494-1955 F : (201) 902-2045 E : ewest@ntmlc.com
Universal Orlando Resort 1000 Universal Studios Plaza Orlando, FL 32819	<ul style="list-style-type: none"> • Universal Specialist Program (Course Review & Test) • Universal Specialist Program (On-Site Visit) 	3 3	Toby Findling	T: (407) 224-3973 F: (407) 224-6424 E: toby.findling@universolorlando.com

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Visit Florida 107-5409 Eglinton Avenue West, Toronto, Ontario M9C 5K6	<ul style="list-style-type: none"> • University of Visit Florida 	9	Pam Fiamelli Kirsten Hynds	T: (416) 485-2573 F: (416) 485-8256 E: pfiamelli@thermrgroup.ca khynds@thermrgroup.ca
Visit Scotland Ocean Point One 94 Ocean Drive Edinburgh, Scotland UK EH6 6JH	<ul style="list-style-type: none"> • SCOTSmasters Prog. – FAM • SCOTSmasters Prog. – Essay • SCOTS Destination Spec. 	6 6 6	Lindsay Symington	T: (011) 44-131-472-2330 F: (011) 44-131-472-2009 E: lindsay.symington@visitscotland.com W: www.scotsagent.com
VisitBritain 160 Bloor St E., Suite 905, Toronto, Ontario, M4W 1B9	<ul style="list-style-type: none"> • BritAgent 	4	Lynda Falcone	T: 416-646-6677 F: 416-642-2240 E: Lynda.falcone@visitbritain.org W: www.visitbritain.com
Walt Disney Parks & Resorts Travel Industry Marketing/CDK P.O. Box 10,000 Lake Buena Vista, FL USA 32830 * IATA No. Required to Register	<ul style="list-style-type: none"> • College of Disney Knowledge (Florida) Discover Magic Agent Education Program • College of Disney Knowledge (California) Agent Education Program • Discover Uncharted Magic Agent Education Program • College of Disney Knowledge Destination Basics - Walt Disney World • College of Disney Knowledge Destination Basics - Disneyland • College of Disney Knowledge Destination Basics - Adventures by Disney • College of Disney Knowledge Destination Basics - Disney Cruise Line • Discover the Enchantment of Aulani 	10 15 10 1 1 1 1 1	N/A	W: www.disneytravelagents.ca/trainingcitic