

## 1. TITLE OF THE CERTIFICATE (DE) (1)

**Abschlussprüfung im staatlich anerkannten Ausbildungsberuf  
Reiseverkehrskaufmann/ Reiseverkehrskauffrau**

(1) in original language

## 2. TRANSLATED TITLE OF THE CERTIFICATE (EN)(1)

**Final examination in the state-recognized training occupation  
Tourism agent (m/f)**

(1) This translation has no legal status.

## 3. PROFILE OF SKILLS AND COMPETENCES

- Plan, advise on and sell package holidays, individual holidays and group holidays, applying their knowledge of the destination areas and tourism service providers
- Advise and inform customers including in a foreign language
- Research and calculate prices and process payments and invoices
- Sell products, services and additional services from tourism service providers
- Accord due consideration to the legal framework conditions and environmental aspects when developing a product
- Coordinate cooperation within the company and with external partners such as tourism service providers
- Assist in marketing measures
- Determine key indicators and analyse such indicators in a decision-making oriented fashion
- Assist in the commercial management and monitoring of the company, use information, communication and reservation systems

## 4. RANGE OF OCCUPATIONS ACCESSIBLE TO THE HOLDER OF THE CERTIFICATE (1)

Tourism agents work mainly in companies in the travel sector, such as travel bureaux, business travel services and tour operators.

(1) if applicable

### <sup>(\*)</sup> Explanatory notes

This document is designed to provide additional information about the specified certificate and does not have any legal status in itself. The format of the description is based on the following texts: Council Resolution 93/C 49/01 of 3 December 1992 on the transparency of qualifications, Council Resolution 96/C 224/04 of 15 July 1996 on the transparency of vocational training certificates, and Recommendation 2001/613/EC of the European Parliament and of the Council of 10 July 2001 on mobility within the Community for students, persons undergoing training, volunteers, teachers and trainers.

More information on transparency is available at: [www.europass.cedefop.eu.int/transparency](http://www.europass.cedefop.eu.int/transparency)

## 5. OFFICIAL BASIS OF THE CERTIFICATE

<p><b>Name and status of the body awarding the certificate</b></p> <p>Chamber of Industry and Commerce</p>	<p><b>Name and status of the national/regional authority providing accreditation/recognition of the certificate</b></p> <p>Chamber of Industry and Commerce</p>
<p><b>Level of the certificate (national or international)</b></p> <p>ISCED 3B</p>	<p><b>Grading scale / Pass requirements</b></p> <p>100-92 points = 1 = excellent            91 - 81 points = 2 = good            80 - 67 points = 3 = average            66 - 50 points = 4 = pass            49 - 30 points = 5 = poor            29 - 0 points = 6 = fail</p> <p>A total of at least 50 grade points are required to pass the examination.</p>
<p><b>Access to next level of education / training</b></p> <p>Certified senior tourism clerk</p>	<p><b>International agreements</b></p> <p>In the field of vocational training, joint declarations on the comparability of qualifications obtained in the respective vocational training systems have been signed on the basis of bilateral agreements concluded between Germany and France and between Germany and Austria.</p>
<p><b>Legal basis</b></p> <p>Ordinance on Initial Vocational Education and Training in the Occupation of Tourism agent (m/f) of 03/18/2005 (Federal Law Gazette, Part I, p 806) Resolution of the Standing Conference of the Ministers of Education and Cultural Affairs of the Länder in the Federal Republic of Germany, KMK, of 28.01.2005), (Federal Gazette, No 154a of 17.08.2005)</p>	

## 6. OFFICIALLY RECOGNISED WAYS OF ACQUIRING THE CERTIFICATE

<p>Final examination administered by the competent body:</p> <ol style="list-style-type: none"> <li>1. after completion of dual training in a company and at part-time vocational school (normal procedure)</li> <li>2. after retraining in a recognized training occupation</li> <li>3. as an external examination for working people without formal vocational qualifications or persons who have been trained at full-time vocational schools or other vocational training institutions</li> </ol>
<p><b>Additional information</b></p> <p><b>Entry requirements:</b> Entry requirements are not governed by legislation; as a rule, young people are admitted after completing (nine or ten years of) general education.</p> <p><b>Duration of training:</b> 3 years.</p> <p><b>Training in the "dual system":</b>          Teaching of the knowledge, skills and competences needed for an occupation is based on the typical requirements of work and business processes and prepares the trainees for a specific job. <b>The training is provided in a company and at part-time vocational school:</b> In the company, the trainees acquire practical skills in a real working environment. On one or two days per week, the trainees attend part-time vocational school, where they are taught general and vocational knowledge related to their training occupation.</p> <p><b>More information</b> is available at:  <a href="http://www.berufenet.arbeitsagentur.de">www.berufenet.arbeitsagentur.de</a></p> <p><b>National Europass Centre</b>  <a href="http://www.europass-info.de">www.europass-info.de</a></p>