

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

Abschlussprüfung im staatlich anerkannten Ausbildungsberuf Tourismuskaufmann (Kaufmann für Privat- und Geschäftsreisen)/Tourismuskauffrau (Kaufrau für Privat- und Geschäftsreisen)

(1) in original language

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

Final examination in the state-recognized training occupation Tourism services management clerk (management clerk for individual holidays and business trips)

(1) This translation has no legal status.

3. PROFILE OF SKILLS AND COMPETENCES

- Advise on, arrange or sell tour operator holidays, individual holidays and group holidays applying their knowledge of the destination areas and of tourism service providers
- Plan and execute tour operator holidays, individual holidays and group holidays or organisation and management of business trips
- Determine and calculate prices
- Process payment and settlement procedures
- Market and sell products, services and additional services
- Cooperation with internal and external partners
- Communicate in a foreign language
- Coordination of cooperation within the tourism added value chain
- Development, planning and implementation of marketing measures
- Determine, evaluate and use key indicators
- Use information, communication and booking systems
- Accord due consideration to general legal conditions and environmental aspects

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

Travel agents work in particular at companies in the tourism branch such as travel agencies and tour operators and in the field of business trip management. Travel agents also find employment with service providers within the tourism branch.

(1) if applicable

(*) 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

5. OFFICIAL BASIS OF THE CERTIFICATE

<p>Name and status of the body awarding the certificate</p> <p>Chamber of Industry and Commerce</p>	<p>Name and status of the national/regional authority providing accreditation/recognition of the certificate</p> <p>Chamber of Industry and Commerce</p>
<p>Level of the certificate (national or international)</p> <p>ISCED 3B</p>	<p>Grading scale / Pass requirements</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>Access to next level of education / training</p> <p>Certified senior tourism clerk</p>	<p>International agreements</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>Legal basis</p> <p>Ordinance on Initial Vocational Education and Training in the Occupation of Tourism services management clerk (management clerk for individual holidays and business trips) of 05/19/2011 (Federal Law Gazette, Part I, p 953)</p>	

6. OFFICIALLY RECOGNISED WAYS OF ACQUIRING THE CERTIFICATE

<p>Final examination administered by the competent body:</p> <ol style="list-style-type: none"> 1. after completion of dual training in a company and at part-time vocational school (normal procedure) 2. after retraining in a recognized training occupation 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
<p>Additional information</p> <p>Entry requirements: 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>Duration of training: 3 years.</p> <p>Training in the "dual system": 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. The training is provided in a company and at part-time vocational school: 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>More information is available at: www.berufenet.arbeitsagentur.de</p> <p>National Europass Centre www.europass-info.de</p>