

1. TITLE OF THE CERTIFICATE (DE) ⁽¹⁾

Lehrabschlussprüfungszeugnis Bahnreise- und Mobilitätsservice

⁽¹⁾ in original language

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

Certificate of Apprenticeship 'Train Journey and Mobility Service' (f/m)

⁽²⁾ This translation has no legal status.

3. PROFILE OF SKILLS AND COMPETENCES
Specialist areas of competence:
1. Safety-oriented train manning

The professional for train journey and mobility service has general technical knowledge of safety-oriented train manning in accordance with §§ 14, 23, 29 to 32 and §§ 34 to 35 of the Railway Aptitude and Examination Ordinance (EisbEPV), Federal Law Gazette (BGBl.) II no. 31/2013. In operational service, he/she enters railway facilities safely and receives or passes on operational information. The professional applies the respective signalling regulations. He/she carries out activities related to emergency management (e.g. professional behaviour in case of fire, correct handling of damaged electrical equipment and providing first aid). When securing vehicles, the professional unlocks, couples and secures vehicles. When testing the brakes, he/she examines the brakes and reports the condition and function to the responsible body.

To prepare a train for its journey, the professional records the train data and prepares or checks operational train documents and compares these with the operational documents related to the route. The professional carries out the shunting and operates the points. He/she carries out activities associated with train manning and train clearance (e.g. checking that paths are kept clear, signal knowledge for the shunting service, signal transmission, accident prevention). The professional is the contact person for customers during the train journey.

2. Customer information and support

The professional for train journey and mobility service informs and advises customers before, during and after their journey on the transport and travel services of his/her company and partner companies as well as on other transport connections on the basis of the sector-specific legal foundations. In doing so, he/she makes use of operational information and advertising materials. He/she can answer personal, telephone and written customer enquiries in German and English. In doing so, the professional takes into account the specific needs of customers as well as intercultural aspects and acts in a service-oriented manner. He/she deals with complaints and claims competently.

3. Sales

As part of the sales of the operational service, the professional for train journey and mobility service carries out tasks in the area of transport and travel services. This includes, for instance, activities such as conducting sales talks in which he/she provides detailed advice and service to customers, preparing individual offers for customers and selling tickets, travel arrangements and other offers of the company. In addition, the professional handles payment transactions and checks tickets.

4. Marketing and e-commerce

The professional for train journey and mobility service has knowledge of marketing and e-commerce. He/she participates in the design of company communication tools (e.g. electronic communication tools and information sheets on company offers). He/she creates texts or edits text modules and carries out formatting and design work. In addition, he/she works on the external image of the company and cooperates with partners. The professional communicates with customers in a way that is appropriate for the target group. He/she uses the company's e-commerce system professionally in his/her tasks.

5. Office management

The professional for train journey and mobility service carries out a variety of tasks within the framework of operational communication. This includes, in particular, written correspondence with internal and external persons, where he/she takes care of the text design, taking into account internal company guidelines (e.g. corporate design). He/she takes care of appointment management and organises discussions, meetings and business trips. The professional also takes care of incoming and outgoing mail. He/she uses the equipment in his/her work area competently.

Interdisciplinary areas of competence:

1. Working in an operational and professional environment
2. Quality oriented, safe and sustainable work
3. Digital work

4. RANGE OF OCCUPATIONS ACCESSIBLE TO THE HOLDER OF THE CERTIFICATE ⁽³⁾**Range of occupations:**

Employment in public rail transport companies in areas with direct customer contact, i.e. in personal, written and telephone customer service (information, advice, support, complaint management), in sales (by telephone, but also in person at ticket counters) and as a train attendant on passenger trains. In addition, professionals for train journey and mobility service are involved in the operational organisation, accounting, the design of texts for the company's external image, etc.

⁽³⁾ if applicable

(*) Explanatory note

This document has been developed with a view to providing additional information on individual certificates; it has no legal effect in its own right. These explanatory notes refer to the Decision (EU) no. 2018/646 of the European parliament and the Council of 2 May 2018 on a common framework for the provision of better services for skills and qualifications (Europass).

More information on Europass is available at: <http://europass.cedefop.europa.eu> or www.europass.at

5. OFFICIAL BASIS OF THE CERTIFICATE

Name and status of the body awarding the certificate Lehrlingsstelle der Wirtschaftskammer (Apprenticeship Office of the Economic Chamber; for the address, see certificate)	Name and status of the national/regional authority providing accreditation/recognition of the certificate Bundesministerium für Arbeit und Wirtschaft (Federal Ministry of Labour and Economy)
Level of the certificate (national or international) NQF/EQF 4 ISCED 35	Grading scale / Pass requirements Overall performance: Pass with Distinction Good Pass Pass Fail
Access to next level of education/training Access to the <i>Berufsreifeprüfung</i> (i. e. certificate providing university access for skilled workers) or a vocational college for people under employment. Access to relevant courses at a <i>Fachhochschule</i> (i. e. university level study programme of at least three years' duration with vocational-technical orientation); additional examinations must be taken if the educational objective of the respective course requires it.	International agreements Between Germany, Hungary, South Tyrol and Austria, international agreements on the mutual automatic recognition of apprenticeship-leave examinations and other vocational qualifications have been concluded. Information on equivalent apprenticeship occupations can be obtained from the Federal Ministry of Labour and Economy.
Legal basis 1. Training Regulation for Train Journey and Mobility Service BGBl. II (Federal Law Gazette) No. 95/2022 (company-based training) 2. Curriculum framework (education at the vocational school for apprentices)	

6. OFFICIALLY RECOGNISED WAYS OF ACQUIRING THE CERTIFICATE

1. Training in the framework of the given Training Regulation for Train Journey and Mobility Service and of the curriculum of the vocational school for apprentices. Admission to the final apprenticeship examination upon completion of the apprenticeship period specified for the apprenticeship trade concerned. The final apprenticeship examination aims to establish whether the apprentice has acquired the skills and competences required for the respective apprenticeship trade and is able to carry out the activities particular to the learned trade herself/himself in an appropriate manner.
2. Admission to the final apprenticeship examination in accordance with Article 23 (5) of the *Berufsausbildungsgesetz* (Vocational Training Act). An applicant for an examination is entitled to sit the final apprenticeship examination without completing a formal apprenticeship training if she/he has reached 18 years of age and is able to prove

acquisition of the required skills and competences by means of a relevant practical or an on-the-job training activity of appropriate length, by attending relevant courses etc.

Additional information:

Entry requirements: successful completion of 9 years of compulsory schooling

Duration of training: 3.5 years

Enterprise-based training: Enterprise-based training comprises $\frac{4}{5}$ of the entire duration of the training and focuses on the provision of job-specific skills and competences according to Article 3 of the Training Regulation, BGBl. II (Federal Law Gazette) No. 95/2022, enabling the apprentice to exercise qualified activities as defined by the profile of skills and competences specified above (cf. job profile).

Education at vocational school: School-based education comprises $\frac{1}{5}$ of the entire duration of the training. The vocational school for apprentices has the tasks of imparting to apprentices the basic theoretical knowledge, of supplementing their enterprise-based training and of widening their general education in the framework of subject-oriented part-time instruction.

More information (including a description of the national qualification system) is available at:
www.zeugnisinfo.at and www.edusystem.at

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