

## 1. TITLE OF THE CERTIFICATE (DE) <sup>(1)</sup>

**Abschlussprüfungszeugnis der Tourismusfachs Schule**

<sup>(1)</sup> in original language

## 2. TRANSLATED TITLE OF THE CERTIFICATE (EN) <sup>(2)</sup>

**Final Examination Certificate of the Vocational School for Tourism**

<sup>(2)</sup> This translation has no legal status.

## 3. PROFILE OF SKILLS AND COMPETENCES

- Vocational-specific communication in the instruction language and in at least two foreign languages;
- Independent formally and linguistically correct layout and practical production of papers;
- Planning, performing and post-processing presentations;
- Knowledge in the areas of history and political education;
- Applying basic knowledge in the area of information technology, practice-oriented use of standard software in the areas of text processing, table calculation, presentation programs as well as graphics and image processing;
- Gathering information, data management, data protection and security, e-government;
- Applying business knowledge, especially in tourism companies, e.g. company founding and management, investment and financing, personnel management;
- Development, planning and implementation of a business idea; development of a business plan;
- Recognizing overall economic relationships and organizational structures, problem-solving competence;
- Taking notice of business accounting tasks and solutions with the help of standard programs, e.g. cash accounting, double book keeping, cost accounting including branch-specific calculations, personnel accounting, annual accounts of one-man businesses;
- Knowing the means of legal recourse significant for private and working life, providing and evaluating legal information;
- Knowledge in the area of tourism geography, the economic significance of tourism, travel destinations and travel planning, landscape and nature protection, culture and tourism land Austria;
- Estimation of the consequences of globalization and regionalization especially for the tourism branch, sustainability;
- Planning, performing and presenting tourism projects especially in the area of local and regional tourism organizations, the use of project management tools;
- Applying methods of market research, the use of marketing instruments; communication policy in tourism, brand development and brand technique, online marketing;
- Creation, calculation and sales of travel offers (package tours; air travel, ship and train travel; bus tourism), the use of branch-specific work tools and software;
- Planning, organization, marketing, operative running and control in the front office area with consideration to economic and ecological fundamentals;
- Guest contact from the reservation to the check-out, counselling and sales conversation, guest hospitality, complaint management;
- Perception of management-tasks in the areas of hotel organization, housekeeping, safety engineering, food and beverage, accommodation, pricing, environmental protection;
- Planning, performing and evaluating events and conventions;
- Basic knowledge of production, composition and use of foodstuffs and beverages in the gastronomic area;
- Preparation of simple dishes such as "finger food" and canapés; planning of menus; good hygiene practice; quality control;
- The professional service of foods and beverages; table setting, sales talk and complaint management;
- Appropriate customer orientation, well-groomed appearance, an appreciation and consideration of diversity in one's manners as well as different cultures and values.

## 4. RANGE OF OCCUPATIONS ACCESSIBLE TO THE HOLDER OF THE CERTIFICATE <sup>(3)</sup>

### Professional fields:

Employee or entrepreneur in different branches of tourism and leisure businesses and in administration at a middle business and administrative level, e.g. hotel and restaurant trade commercial assistant, office assistant, corporate service provision (see also GZ BMWFJ-33.800/0005-I/4/2012, 28.2.2013), desk clerk. Furthermore basic education for foreign language correspondent, editorial secretary, personnel clerk.

### Pursuit of regulated professions on a self-employed basis (see also [www.gewerbeordnung.at](http://www.gewerbeordnung.at)):

With practical experience: e.g. Travel agency.

Because of the liberalization of the Trade Law access to almost all master and qualifying certificate examinations is given in completion of the general requirements of the trading license. Manager examination is not applicable.

<sup>(3)</sup> 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 Council Resolution no. 2241/2004/EG of the European parliament and the Council of 15 December 2004 on a single Community framework for the transparency of qualifications and competences (Europass).

Any section of these notes which the issuing authorities consider irrelevant may remain blank.

More information on transparency is available at: <http://europass.cedefop.europa.eu> or [www.europass.at](http://www.europass.at)

5. OFFICIAL BASIS OF THE CERTIFICATE	
<b>Name and status of the body awarding the certificate</b> Educational institution recognised by the State of Austria, address see certificate	<b>Name and status of the national/regional authority providing accreditation/recognition of the certificate</b> Federal Ministry for Education
<b>Level of the certificate (national or international)</b> EQF/NQF 4 ISCED 35	<b>Grading scale / Pass requirements</b> 1 = excellent (excellent performance) 2 = good (good performance throughout) 3 = satisfactory (balanced performance) 4 = sufficient (performance meeting minimum pass levels) 5 = not sufficient (performance not meeting minimum pass levels)  In addition, the overall performance at the final exam is rated as follows: Pass with distinction, Good pass, Pass, Fail
<b>Access to next level of education/training</b> Access to vocational matriculation examination, to an advanced training course or an academy of commerce for employed persons. Access to an advanced technical college, whereby additional examinations are to be completed if it is required by the educational goal of the respective study course.	<b>International agreements</b> The training level of a training programme completed with this certificate satisfies the requirements set out in Article 11, point (b) of Directive 2005/36/EC on the recognition of professional qualifications, as last amended by Directive 2013/55/EU.
<b>Legal basis</b> National curriculum, BGBl. (Federal Law Gazette) II No. 340/2015 in the current version; Regulation on Examinations BMHS, BGBl. (Federal Law Gazette) II No. 177/2012 current version;	

6. OFFICIALLY RECOGNISED WAYS OF ACQUIRING THE CERTIFICATE
1. Training and education within the framework of the prescribed curriculum at a vocational school for tourism; 2. The external procedures according to External Testing Certification as defined in BGBl. (Federal Law Gazette) II No. 362/1979 current version.
<b>Additional information</b>  <b>Entry requirements:</b> successful completion of school year 8, if necessary entry examination;  <b>Duration of education:</b> 3 years;  <b>Duration of compulsory work placement:</b> work placement 16 weeks in all during holidays;  <b>Education goals:</b> Intensive three-year vocational education in general educational, technical practical, tourism-economic and business subjects. Imparting knowledge and skills that qualify students for professions in the area of the tourism and leisure industry and touristic organizations. Important goals are professional and social competence, personality development, ability to be vocationally mobile and flexible, criticism, self responsibility, social engagement, creativity, ability to work in a team, ability to communicate in the instruction language and foreign languages, readiness to permanent further education.  <b>Subjects include:</b> see curriculum in the final exam certificate;  <b>More information</b> (including a description of the national qualification system) is available at: <a href="http://www.zeugnisinfo.at">www.zeugnisinfo.at</a> or at or at <a href="http://www.edusystem.at">www.edusystem.at</a>  <b>National Europass Center:</b> <a href="mailto:europass@oead.at">europass@oead.at</a> Ebendorferstraße 7, A-1010 Wien