

1. TITLE OF THE CERTIFICATE (DE)⁽¹⁾

**Reife – und Diplomprüfungszeugnis des Aufbaulehrgangs für Tourismus
Alternativer Pflichtbereich „Tourismusmanagement und Seminare“**

⁽¹⁾ in original language

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

**Matriculation and Diploma Examination Certificate of the Advanced Training Course for Tourism
Alternative Compulsory Course “Tourism Management and Seminars”**

⁽²⁾ 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 formal and linguistically correct creation and practice-oriented production of papers;
- Knowledge in the areas of history and political education as well as in mathematics;
- Knowledge in the areas of sustainability and ecology, foodstuffs technology and health prevention;
- Knowledge in the area of tourism geography; estimating the results of globalization and regionalization for economy, society and culture; sustainability in tourism;
- Creation, calculation and sale of travel offers;
- Creation and marketing of touristic offers, applying market strategies, sales techniques and methods of customer management; communication policy in the tourism industry;
- Perception of the tasks in the area of front office, reservation systems, destination management, quality management;
- Knowledge in the area of art and culture; culture touristic product creation;
- Strategy development and a solution-oriented approach in conflict situations, complaint management;
- Implementation of business planning instruments, applying standard software and branch-specific software, situation-appropriate use of various work methods, creativity techniques and media;
- Application of basic business knowledge, e.g. investment and financing decisions, company founding and management, risk management, personnel management, development of a business plan, controlling, recognizing company and economic relationships, problem-solving competence;
- Perception of business accounting tasks, i.e. cash accounting, double book keeping, cost accounting in businesses in the tourism and leisure industry, personnel accounting, annual accounts of one-man businesses and corporations, controlling;
- Knowing the means of legal recourse significant for private and working life; providing and evaluating legal information;
- Alternative obligatory areas:
 - “Junior Sommelier Austria”: knowledge in the area of viticulture and cellar technique, wine production, sensory evaluation of wines, harmonizing food and drink; creating wine lists; storage; wine and beverage service;
 - “Cheese Expert Austria”: knowledge in the area of cheese-making and production, maturity types, storage, quality characteristics, sensory evaluation of cheese, slicing techniques, cheese presentation, working with the cheese cart; creating offers;
 - “Junior Bar Keeper Austria”: knowledge in the area of the bar; bar types, bar stock, bar devices and utensils; expert preparation of mixed drinks (including garnishes); the work of bar personnel; sensory evaluation; creating bar menus, bar calculation;
- Knowledge of company structures and processes in the hotel and restaurant industry, application of knowledge in the area of workplace security, accident prevention, hygiene management and waste management;
- Planning, organization, performing and evaluating gastronomic events; event management;
- Appropriate customer orientation, well-groomed appearance, an appreciation and consideration of diversity in one’s manners as well as different cultures and values;
- Further positions, knowledge and skills according to the school-autonomous seminar, especially cultural, ecological, economic and social competences and attitudes.

4. RANGE OF OCCUPATIONS ACCESSIBLE TO THE HOLDER OF THE CERTIFICATE ⁽³⁾

Professional fields:

Employee or entrepreneur in different branches of the tourism and leisure industries and in administration at a middle and upper business and administrative level, e.g. hotel and restaurant trade commercial assistant, travel agency assistant, office assistant (see also GZ BMWFJ-33.800/0005-I/4/2012, 28.2.2013), product developer in the area of tourism. 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):

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.

⁽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 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

5. OFFICIAL BASIS OF THE CERTIFICATE	
Name and status of the body awarding the certificate Educational institution recognized by the State of Austria, for address see certificate	Name and status of the national/regional authority providing accreditation/recognition of the certificate Federal Ministry of Education, Science and Research
Level of the certificate (national or international) EQF/NQF 5 ISCED 55	Grading scale / Pass requirements 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 (matriculation- and diploma exam) is rated as follows: Pass with distinction, Good pass, Pass, Fail
Access to next level of education/training In accordance with the School Organisation Act (Schulorganisationsgesetz), Federal Law Gazette no. 242/1962 as amended, this certificate entitles holders to attend a university, a post-secondary VET course (Kolleg), and a post-secondary VET college (Akademie); in accordance with the Act on Fachhochschule Study Programmes (Bundesgesetz über Fachhochschul-Studiengänge), Federal Law Gazette no. 340/1993 as amended, to attend a Fachhochschule study programme; and in accordance with the 2005 Higher Education Act (Hochschulgesetz), Federal Law Gazette I no. 30/2006 as amended, to attend a university college of teacher education (Pädagogische Hochschule).	International agreements <ul style="list-style-type: none"> ▪ European Convention on the Equivalence of Diplomas BGBl. (Federal Law Gazette) No. 44/1957 ▪ Convention on the Recognition of Qualifications concerning Higher Education in the European Region, Chapter IV, BGBl. (Federal Law Gazette) III, No. 71/1999 ▪ Training completed with this certificate is a regulated education and training programme in accordance with Article 11, point (c) (ii) of Directive 2005/36/EC on the recognition of professional qualifications, as last amended by Directive 2013/55/EU. The level of training corresponds to point (c) of Article 11 of the Directive.
Legal basis National curriculum, BGBl. (Federal Law Gazette) II No. 340/2015 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 an Advanced Training Course for Tourism; 2. The external procedures according to External Testing Certification as defined in BGBl. (Federal Law Gazette) II No. 362/1979 current version.
Additional information: Entry requirements: <ul style="list-style-type: none"> ▪ positive completion of a three-year vocational school for economic professions or a vocational school for hotel and restaurant industry or ▪ positive completion of an apprenticeship including the successful graduate test for apprenticeship training for the vocation hotel- and restaurant manager and successful completion of a preparatory course; Duration of Education: 3 years; Duration of compulsory work placement: work placement 16 weeks in all during holidays; Educational objectives: Intensive three-year vocational education in general educational, technical practical, tourism-economic and business subjects. Imparting knowledge and skills that qualify students for advanced professions in the economy, particularly in the area of the tourism and leisure industry as well as entry to a university. 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. Subjects include: see curriculum in the matriculation and diploma certificate; More information (including a description of the national qualification system) is available at: www.zeugnisinfo.at or at http://www.edusystem.at or at http://www.bmbwf.gv.at National Europass Center: europass@oead.at Ebendorferstraße 7, A-1010 Wien