

## 1. BEZEICHNUNG DES ZEUGNISSES (DE)

**Abschlusszeugnis der Berufsfachschule  
Staatlich geprüfter Assistent für Tourismus und  
Staatlich geprüfte Assistentin für Tourismus<sup>1</sup>**

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

**Leaving certificate of full-time vocational school  
State-certified tourism assistant<sup>1</sup>**

This translation has no legal status

## 3. PROFILE OF SKILLS AND COMPETENCES

- Plan, coordinate and sell tourism and leisure industry products and services
- Advise customers on specific geographical and cultural characteristics of various travel regions
- Advise customers on new trends in the tourism branch
- Procure tourist services
- Apply travel and contractual regulations in the tourism branch
- Use basic information technology of relevance to the activity
- Organise data within the field of activity whilst according due consideration to data security and data protection
- Observe copyright
- Present processes in the tourism branch, use reservation systems and process billing procedures for travel services
- Use foreign-language documentation and communicate in an activity-related manner in at least two foreign languages
- Plan and provide support for trade fairs, conferences, congresses and other events
- Document and communicate work results in accordance with the principle of the complete vocational activity
- Accord due consideration to environmental protection regulations and use energy at work efficiently make efficient use of energy at work
- Accord due consideration to correct conduct in the case of accidents, initiate first-aid measures
- Decorate the dining table for guests and serve food and beverages professionally
- Check, clean and maintain kitchen equipment as well as kitchen and hotel room facilities
- Professional cleaning and care of various textiles
- Use software to process and document data
- Take over management tasks for example pricing and payments
- Work in the fields of customer support, bookings and invoicing
- Work in the fields of purchasing, management, sales and services
- Plan and organize events
- Know the applicable employment law
- Handle guests with different cultural backgrounds

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

This document is designed to provide additional information about the specified certificate and has no 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 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.cedefop.eu.int/transparency](http://www.cedefop.eu.int/transparency)

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<sup>1</sup> A different occupational title applies in Bavaria – State-certified assistant for hotel and tourism management

#### 4. RANGE OF OCCUPATIONS ACCESSIBLE TO THE HOLDER OF THE CERTIFICATE

State-certified tourism assistants work as part of a team in companies that operate within the tourism and leisure branch such as travel agencies, tour operators, regional and national tourism and leisure organisations and local and regional tourism offices. They also work for companies involved with health and beauty spa tourism and in the fields of business travel and events management as well as in the hotel and catering industry.

#### 5. OFFICIAL BASIS OF THE CERTIFICATE

<b>Name and status of the body awarding the certificate</b> Public or state-recognised vocational school (Address see certificate).	<b>Name and status of the national/regional authority providing accreditation/recognition of the certificate</b> Highest education authority of the federal state (Ministry/Senate)  Bayerisches Staatsministerium für Unterricht und Kultus Salvatorstraße 2 80333 München Telefon: 0049 (0)89 2186-0 Telefax: 0046 (0)89 2186 2800 E-Mail: <a href="mailto:poststelle@stmuk.bayern.de">poststelle@stmuk.bayern.de</a>
<b>Level of the certificate (national or international)</b> ISCED 2011: 354 DQR/EQF: 4	<b>Grading scale/pass requirements</b> 1 = excellent 2 = good 3 = average 4 = pass 5 = poor 6 = fail  In order to pass the examination, an overall score of at least "pass" is required.
<b>Access to the next level of education/training</b> <ul style="list-style-type: none"> <li>Access to advanced vocational training (specialist trade and technical school)</li> <li>Subject-related access to higher education (in accordance with the Higher Education Act of the federal state)</li> </ul>	<b>International agreements</b> Joint Franco-German Declaration on Comparability of Qualifications in Vocational Education and Training of 26 October 2004
<b>Legal basis</b> Ordinance on Vocational Schools of the respective federal state	

#### 6. OFFICIALLY RECOGNISED WAYS OF ACQUIRING THE CERTIFICATE

State final examination:  
1. following completion of training within the scope of the curriculum stipulated at a full-time vocational school or  
2. following admission as a non-pupil by the education authority of the federal state.

##### Additional information

**Entry requirements:** intermediate secondary school leaving certificate or an educational qualification recognised as equivalent or entitlement to attend upper secondary school in accordance with the regulations of the respective federal state.

**Duration of training:** at least 3 years

**Educational aim:** Full-time vocational schools provide courses in initial vocational education and training. They impart employability skills which bring together professional competence, autonomy and social competence to form overall occupational competence. Methodological competence, communicative competence and learning competence are also intrinsic components of employability skills. Courses are aligned towards occupational work processes and company business processes. A practical placement may be integrated into training.

**For further information, please visit:**

[www.kmk.org](http://www.kmk.org)

[www.berufenet.arbeitsagentur.de](http://www.berufenet.arbeitsagentur.de)

[www.europass-info.de](http://www.europass-info.de)