



1. TITLE OF THE CERTIFICATE (NL)

Diploma Beroepsonderwijs
Kwalificatie: Manager verkoop reizen
Kwalificatiedossier: Reizen

In the original language

2. TRANSLATED TITLE OF THE CERTIFICATE (EN)

Certificate Senior Secondary Vocational Education
Qualification: Manager travel agency
Qualification file: Travel agency

This translation has no legal status

3. PROFILE OF SKILLS AND COMPETENCES

The most important duties of a Manager travel agency are:

Core task 1: Sells travel and related services and products

- 1.1 Supports sales working duties
- 1.2 Receives the client and records their wishes
- 1.3 Provides an offer with calculation of costs
- 1.4 Finalises reservation and sale
- 1.5 Keeps client and business profile up-to-date

Core task 2: Completes administration and financial aspects of sales transactions

- 2.1 Plans administrative working duties
- 2.2 Monitors the status of the booking and/or contact with client
- 2.3 Processes changes to the booking
- 2.4 Monitors payments and payment arrangements and takes action if necessary
- 2.5 Completes invoices and travel documents

Core task 3: Takes care of business contacts, customer loyalty and customer service

- 3.1 Maintains proactive contact with the client about the travel
- 3.2 Deals with complaints
- 3.3 Manages and develops a/ own client database
- 3.4 Inventories sales and travel behaviour and reports on these

Core task 4: Manages a team of salespersons

- 4.1 Plans and divides up the working duties
- 4.2 Manages colleagues in their performance
- 4.3 Coaches colleagues in the development of competencies
- 4.4 Motivates and stimulates collaboration within the team
- 4.5 Carries out performance and assessment interviews
- 4.6 Manages processes and procedures on the workfloor
- 4.7 Gives information and conducts consultations with colleagues

Core task 5: Translates strategy & policy of the organisation into aims and actions

*** Explanatory note**

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 is available at: <http://www.europass.cedefop.europa.eu/>

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3. PROFILE OF SKILLS AND COMPETENCES

- 5.1 Formulates budgets and budgeting plans
- 5.2 Makes a plan for the staffing
- 5.3 Recruits and selects new colleagues
- 5.4 Is responsible for marketing and promotion
- 5.5 Monitors the budgets
- 5.6 Analyses management information
- 5.7 Reports to the management

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

The Manager travel agency works in the travel sector and always has to deal directly with customers, regardless of the working or customer environment. The Manager travel agency can work in the sectors holiday trips, business trips, or tour operating and within the sales channels travel agency, contact centre or the internet.

5. OFFICIAL BASIS OF THE CERTIFICATE

Name and status of the body awarding the certificate The certificate issued on completion of the programme is signed by the examination board at the school where the pupil attended the programme.	Name and status of the national/regional authority providing accreditation/recognition of the certificate Ministry of Education, Culture and Science
Level of the certificate (national or international) Qualification level 4 of the Dutch VET qualification structure Characteristics: non-job related skills such as tactical and strategic capacities. The professional bears his or her own responsibility, which is not only related to practical implementation in terms of monitoring and supervision, but also a more formal, organisational responsibility. The range of tasks also includes drafting new procedures. NLQF level 4 - EQF level 4 - ISCED 3A	Grading scale / Pass requirements 10 excellent 9 very good 8 good 7 very satisfactory 6 pass 5 fail 4 unsatisfactory 3 very unsatisfactory 2 poor 1 very poor
Access to next level of education/professions In the job market, the Manager travel agency can be promoted vertically, horizontally, and diagonally, and develop within an organization or within the sector.	International agreements The profession of Manager travel agency is not regulated in the Netherlands. However the education and training for this profession on qualification level 4 is regulated under the European directive 2005/36/EC, amended by directive 2013/55/EU. The regulated education and training gives access to regulated professions at the level of a diploma according to article 11 of this directive.
Legal basis Act on Vocational Education and Training (WEB), registered number of qualification (crebo): 94100 The education and training for this qualification is offered as of August 1, 2009.	

6. OFFICIALLY RECOGNISED WAYS OF ACQUIRING THE CERTIFICATE

Senior secondary vocational education features two learning pathways: the school-based pathway (bol) and the training on the job pathway (bbl).

In the school-based pathway, the majority of the course consists of theory at school. The extent of the practical component (vocational practice) is between 20% and 60%. In the training on the job pathway, the extent of vocational practice is at least 60% of the course. The participant works four days a week in a training company, and attends school for theory subjects just one day a week.

In principle it is possible to follow both learning pathways, but which pathway is offered will depend on the individual educational institution.

Average duration of the education/ training leading to the certificate	4 year(s) (6400 study hours) (depending on previous education)
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Entry requirements

6. OFFICIALLY RECOGNISED WAYS OF ACQUIRING THE CERTIFICATE

The certificate preparatory vocational secondary education (vmbo) advanced vocational programme, combined programme, or theoretical programme, or a comparable level.

7. ADDITIONAL INFORMATION

Dutch senior secondary VET is based on qualification files, that each contain one or more qualifications. The information in section 3 and 4 is drawn directly from the qualification file, that is composed by the Centre of Expertise. The complete qualification file is available at www.kwalificatiesmbo.nl, only in Dutch.

Additional information, including a description of the Dutch national qualifications system, is available at the Netherlands National Reference Point (NRP) for VET: www.nlntp.nl

SBB has been appointed by the Ministry of Education, Culture and Science as NRP.