



1. TITLE OF THE CERTIFICATE (NL)

Diploma Beroepsonderwijs
Kwalificatie: Verkoper reizen
Kwalificatiedossier: Reizen

In the original language

2. TRANSLATED TITLE OF THE CERTIFICATE (EN)

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

This translation has no legal status

3. PROFILE OF SKILLS AND COMPETENCES

The most important duties of a Salesman 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

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

The Salesman travel agency works in the travel sector and always has to deal directly with customers, regardless of the working or customer environment. The Salesman 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

* 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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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 3 of the Dutch VET qualification structure Characteristics: implementation of more than just the own block of tasks. The professional is able to account for his or her actions towards colleagues, and monitors and supervises the work of others. The range of tasks also includes drafting work preparation procedures. NLQF level 3 - EQF level 3 - ISCED 3C	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 Salesman travel agency can move up to become manager travel agency level 4 and then from an operational level to the more tactical and/or strategic level of entrepreneur or manager travel agency. Within the education, the Salesman travel agency can enter the programme for Manager travel agency (level 4).	International agreements The profession of Salesman travel agency is not regulated in the Netherlands. However the education and training for this profession on qualification level 3 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): 94090 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	3 year(s) (4800 study hours) (depending on previous education)
Entry requirements 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.nlnrp.nl SBB has been appointed by the Ministry of Education, Culture and Science as NRP.
