



## 1. TITLE OF THE CERTIFICATE (NL)

**Diploma Beroepsonderwijs**  
**Kwalificatie: Medewerker reizen en toeristische informatie**

In the original language

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

**Certificate Senior Secondary Vocational Education**  
**Qualification: Travel and tourist information worker**

This translation has no legal status

## 3. PROFILE OF SKILLS AND COMPETENCES

The most important duties of a Travel and tourist information worker are:

- to provide support for the administrative processing of bookings for travel and accommodation;
- assisting in compiling and checking travel documents;
- issuing tourist information;
- stock control;
- administrative support.

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

The Travel and tourist information worker works at a travel agency or with a tour operator.

## 5. OFFICIAL BASIS OF THE CERTIFICATE

|                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                    |
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| <b>Name and status of the body awarding the certificate</b><br>The certificate issued on completion of the programme is signed by the examination board at the school where the pupil attended the programme.                                                                                                                                                                                                  | <b>Name and status of the national/regional authority providing accreditation/recognition of the certificate</b><br>Ministry of Education, Culture and Science                                     |
| <b>Level of the certificate (national or international)</b><br>Qualification level 2 of the Dutch VET qualification structure<br>Characteristics: intended as an initial qualification, which everyone should at least obtain. The participant develops skills in order to be able to carry out practical tasks and is responsible for his or her own block of tasks.<br>NLQF level 2 - EQF level 2 - ISCED 3C | <b>Grading scale / Pass requirements</b><br>10 excellent<br>9 very good<br>8 good<br>7 very satisfactory<br>6 pass<br>5 fail<br>4 unsatisfactory<br>3 very unsatisfactory<br>2 poor<br>1 very poor |
| <b>Access to next level of education/professions</b><br>With a diploma at qualification level 2, transfer is possible to a course at qualification level 3.                                                                                                                                                                                                                                                    | <b>International agreements</b>                                                                                                                                                                    |
| <b>Legal basis</b>                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                    |

## \* 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

Act on Vocational Education and Training (WEB), registered number of qualification (crebo): 10397

#### 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**

**2 years (3200 study hours) (depending on previous education)**

#### **Entry requirements**

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

#### 7. ADDITIONAL INFORMATION

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

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