



1. TITLE OF THE CERTIFICATE (NL)

Diploma Beroepsonderwijs
Kwalificatie: Informatiemedewerker
Kwalificatiedossier: Frontofficemedewerker

In the original language

2. TRANSLATED TITLE OF THE CERTIFICATE (EN)

Certificate Senior Secondary Vocational Education
Qualification: Information assistant
Qualification file: Front office assistant

This translation has no legal status

3. PROFILE OF SKILLS AND COMPETENCES

The most important duties of an Information assistant are:

Core task 1: Carries out front office working duties

- 1.1 Takes reservations
- 1.2 Gives information and advice to the guest/ client
- 1.3 Offers products and services for sale
- 1.4 Acts as central contact person
- 1.5 Deals with complaints

Core task 2: Carries out back office duties

- 2.1 Makes preparations for the provision of information and sales
- 2.2 Carries out administrative working duties
- 2.3 Gathers information
- 2.4 Closes up the cash register
- 2.5 Keeps the shop stocks up-to-date
- 2.6 Is responsible for communication with the market
- 2.7 Manages contracts and business contacts

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

The Information assistant conducts works in companies in the sectors catering, tourism, and recreation. The companies in which he works have very different formulas.

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	Grading scale / Pass requirements 10 excellent 9 very good

* 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

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

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

Based on training and/or experience, the Information assistant can rise to head of information, supervisor (ANWB), or branch manager within the recreational/touristic sector. He can also develop into (office) manager (VVV offices) or into (acting) branch manager (ANWB and ATB). He can follow the programme for Head of information.

International agreements

The profession of Information assistant 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): 90621
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)

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.nlgrp.nl

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