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|  | Supplement to a vocational qualification certifying document(\*) | http://upload.wikimedia.org/wikipedia/commons/thumb/8/84/Flag_of_Latvia.svg/125px-Flag_of_Latvia.svg.pngLatvia |

Vocational qualification certifying document serial \_\_\_\_\_\_\_\_\_\_\_\_ No.\_\_\_\_\_\_\_\_\_\_\_\_\_

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| **1. Title of the vocational qualification certifying document(1)** |
| Diploms par profesionālo vidējo izglītību  Profesionālās kvalifikācijas apliecība  Profesionālā kvalifikācija: **Tūrisma pakalpojumu konsultants** |
| (1) in the original language |

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| **2. Translation of the title of the vocational qualification certifying document(2)** |
| A diploma of vocational secondary education  A vocational qualification certificate  Vocational qualification: **Tourism Services Consultant** |
| (2) If necessary. This translation does not have a legal status. |

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| **3. Description of competences** |
| A tourism services consultant compiles the customer demand, consults customers, prepares an offer, carries out reservations and sales of tourism services.  Has acquired competences for performance of the following professional duties and tasks:  3.1. Organisation of work environment and work place:  – to observe the requirements of laws and regulations of tourism industry;  – to plan own work and rational use of all related resources;  – to cooperate with colleagues and partners/suppliers in the planning and performance of works at the level of various structural units;  – to follow the current industry processes and offers;  – to process information on offers, obtained from tourism services databases.  3.2. Consulting of customers on offers of tourism services:  – to identify needs, desires and capabilities;  – to acquaint the customer with the pricelist of tourism services and the payment procedures;  – to provide to customers information on the offer of tourism services;  – to consult the customer on tourism services on-site and remotely;  – to agree on the tourism service/destination;  – to cooperate with the customer, following the principles of professional ethics and general ethics;  – to use information and communication technology for preparation of various professional documents.    3.3. Preparation of variants of tourism service offers:  – to contact the providers of direct tourism services;  – to use at least two foreign languages, including the professional terminology in the official language and foreign languages;  – to identify the most suitable tourism services for the customer;  – to prepare variants of the tourism service offer for the customer;  – to offer to the customer the prepared tourism services and additional services;  – to agree with the customer on the selected service.  3.4. Sales of tourism services:  – to acquaint the customer with the agreement and its conditions;  – to conclude an agreement on tourism service;  – to draft an invoice for ensuring of tourism service;  – to make cash and non-cash operations;  – to prepare and issue travel documentation to the customer.  3.5. Reservation of tourism services and ensuring of aftersales service:  – to make a reservation of tourism service in professional reservation systems;  – to use online systems of the direct service provider;  – to contact the tourism service provider;  – to prepare reports for the direct management and the customer;  – to provide support to the customer during the trip;  – to ensure future cooperation with the customer.  3.6. Observing of the basic principles of professional activity:  – to communicate in the official language;  – to observe the requirements of the labour law, labour protection and environmental protection;  – to observe the fire safety, civil protection and electrical safety regulations;  – to organise the work place in accordance with the requirements of occupational safety;  – to assess own working capabilities and health condition at the workplace and during performance of job duties;  – in case of accident, act in accordance with the situation and provide first medical aid to the injured persons;  – to engage in the development of the company's operation;  – to improve the knowledge required for professional activity.  Additional competences:   * *<<filled in by the education institution>>;* * *...;* * *...;* * *...* |

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| **4. Employment opportunities according to the vocational qualification(3)** |
| To work for tourism services provision companies. |
| (3) If possible |

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| **5. Description of the vocational qualification certifying document** | |
| **Name and status of the institution that has issued the vocational qualification certifying document** | **State intitution that ensures recognition of the vocational qualification certifying document** |
| *<<Full name, address, phone No., website address; e-mail address of the document issuing institution.* *Legal status of the issuing institution>>* | The Ministry of Education and Science of the Republic of Latvia, website: *www.izm.gov.lv* |
| **Level of the vocational qualification certifying document**  **(national or international)** | Grading scale/Grade, which certifies fulfilment of requirements |
| Nationally recognised document, corresponding to the Level 4 of the Latvian Qualifications Framework (LQF 4) and the Level 4 of the European Qualifications Framework (EQF 4). | The grade received in the vocational qualification exam not less than “satisfactory – 5”  (the 10-point grading system is used). |
| **Access to the next education level** | **International contracts or agreements** |
| Diploma of vocational education allows to continue education in LQF 5/ EQF 5 or LQF 6/ EQF 6. | *<<if applicable.* *Filled in by the education institution, if the concluded international contracts or agreements provide for issuance of additional certificates. Delete the comment, if not applicable>>* |
| **Legal basis** | |
| Vocational Education Law (Section 6). | |

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| **6. Type of acquisition of the vocational qualification certifying document** | | | |
| Formal education:  Full-time  Full-time (work environment-based studies)  Extramural studies | | Education acquired outside the formal education system | |
| **Total duration of studies\*\*** (hours/years) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | | |
| **A: Description of the acquired vocational education** | B: Percentage of full (100%) programme | | C: Duration (hours/weeks) |
| Part of the education programme acquired at the education institution | *<<Enter the volume (%) of the education programme acquired in classrooms of the education institution>>* | | *<<Enter the volume (hours or study weeks) of the education programme acquired in classrooms of the education institution>>* |
| Part of the education programme acquired in internship at a workplace, incl., work environment-based studies | *<<Enter the volume (%) of the education programme acquired outside classrooms of the education institution,*  *i.e., practical studies at a company/-ies, internship at a workplace, work environment-based studies>>* | | *<<Enter the volume (hours or study weeks) of the education programme acquired outside classrooms of the education institution,*  *i.e., practical studies at a company/-ies, internship at a workplace, work environment-based studies>>* |
| \*\*Applicable to acquired formal education.  **Additional information:**  [*www.izm.gov.lv*](http://www.izm.gov.lv/)  [*https://visc.gov.lv/profizglitiba/stand\_saraksts\_mk\_not\_626.shtml*](https://visc.gov.lv/profizglitiba/stand_saraksts_mk_not_626.shtml)  **National information centre:**  Latvian National Europass Centre, [*http://www.europass.lv/*](http://www.europass.lv/) | | | |